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Massachusetts Commission on

End of Life Care

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Massachusetts Resource Guide for End of Life Services



For individuals, their families
and caregivers



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Massachusetts Commission on
End of Life Care

Massachusetts Resource Guide for End of Life Services

For individuals, their families and caregivers

About Us

The Massachusetts Commission on End of Life Care was established by the Massachusetts Legislature pursuant to Chapter 159, Section 480 of the Acts of 2000. The Commission first met on March 28, 2001.

Studies document serious deficiencies in the way America cares for dying people and their families. Death is part of life, but because end of life issues are difficult, many of us do not address them in advance. Consequently, many people needlessly suffer physically, psychologically, spiritually, and socially at the end of life. Their preferences regarding care are frequently unknown or ignored. Their families are often left in emotional despair and sometimes in financial ruin.

In response to the burdens experienced by individuals with life-threatening conditions and their families, the Massachusetts Legislature created the Massachusetts Commission on End of Life Care to identify ways to improve the quality of life at the end of life.

The Commission's mandate is to study the provision of end of life care services and to prepare a report that describes existing end of life services. The Legislature has also enabled the Commission to hold fact-finding hearings and other public forums as needed and to make policy recommendations as appropriate.

As its first major initiative, the Commission has developed this *Resource Guide for End of Life Services*. This Guide will assist families and individuals of all ages with life-threatening conditions to access information and services, to promote better planning for end of life care, and to talk with their loved ones about end of life decision-making.

In the coming years the Commission plans to advance its mission by convening interested parties across the state with a role to play in improving the quality of life at the end of life. These activities will assist the Commission in its efforts to develop public policy recommendations.

Massachusetts Commission on End of Life Care Members

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Welcome

If you or a loved one have a life-threatening condition, you may be wondering for the first time how to plan for needed healthcare and support services, how to deal with complex financial and legal questions, or how to cope with impending death. Sometimes, you may not be certain what questions to even ask or what resources may be available.

This resource guide has been developed by the Massachusetts Commission on End of Life Care to assist people with life-threatening conditions, as well as their families and friends, in locating resources and services to improve the quality of life at the end of life.

Confronting and understanding these complex issues at a time when you may be ill, disabled, or dealing with the stress of caregiving can be overwhelming. It is our hope that this guide can assist you in navigating this unfamiliar territory, and help make this difficult time less stressful.

The resource guide is organized into four sections. **Section One, Introduction**, includes an icon key of services, addresses common questions that you may have and has a checklist of the many tasks that need attention after a death.

Section Two, Consumer Information, provides a basic overview of issues that frequently become important at the end of life.

Section Three, Regional Directory, has detailed information on organizations across Massachusetts that offer services helpful to people with life-threatening conditions or their loved ones. For ease in locating services in your area, the directory is organized by six state regions. To locate your community's region, see the city and town listing by region beginning on page 43.

Within each region, organizations are listed alphabetically. End of life services for each organization are listed using picture icons that identify the type of service. (See pages 6 and 42 for a key to the picture icons) For more detail on the services offered, contact the organization directly. For example, an organization offering support groups may specialize in support groups for people with specific diseases or for bereavement.

Section Four, Other Services and Resources, has further information on the Massachusetts Commission on End of Life Care and other useful resources.

In order to provide the most current information on resources, this guide is also available on the Internet, www.endoflifecommission.org, where it is periodically updated as new service information becomes available. Additionally, organizations providing end of life services may complete a questionnaire online at this web address in order to become listed in the online directory.

Online computer access is available at your local public library or Regional Center for Healthy Communities. Call the Office of Healthy Communities, 617-624-5270, to locate the Center in your area.

The Regional Directory was compiled through organizations' responses to a mail and email questionnaire. The services listed in the resource guide are presented as reported by the organizations. The resource guide does not include any information that the authors know to be false or inaccurate. However, the information that was included has not been independently verified. Being listed in the resource guide does not constitute an endorsement of any particular agency or organization.

Using the Resource Guide



Find us on the Web



Definition of Service Icons

A range of services may be provided in each icon category. More information on specific services offered by a provider can be viewed on the web site at www.endoflifecommission.org. Also, it is a good idea to contact a provider for the most up to date information on their services.



Alzheimer's/Dementia
(may include specialized day care program)



Information and Referral



Bereavement



Language/Interpreter Services



Children



Legal



Complementary Health (may include acupuncture, massage, stress reduction, and other therapies)



Palliative Care



Education



Respite Care



Financial
(services may include financial benefits counseling, sliding fee scale, non-reimbursed care, Medicare and Medicaid acceptance, family assistance funds)



Funeral Planning



Specialized Medical
(may include pain service, oncology home care, specialty clinics, parish nurses, wound-ostomy-continence nurse specialist, clinical trials)



Spirituality



Home Support
(may include nursing, home health aide, companion, homemaker, volunteer, shopping, meals)



Support Group/Counseling
(may include individual or family counseling for illness, specialized geriatrics or bereavement support groups for specific illnesses, bereavement, family caregivers or healthcare professionals)



Hospice



Transportation/Lodging
(may include transportation services, valet parking, lodging, hotel discounts)

Getting Answers: Talking with Family, Friends, and Caregivers

Living with life-threatening illness and preparing for your death or the death of a loved one is always difficult. Often many complex medical, legal, financial and emotional challenges and decisions need to be made.

The following questions are ones that arise frequently for people facing the end of their life or the life of someone they love. More specific information on the issues addressed below can be found in the consumer information section of this guide.

Q *What are the things I need to think about or address in order to be as prepared as possible for the death of a person I love?*

● Medical

Are you working with healthcare providers you trust, who listen to your questions and concerns, and provide you with enough information to make informed decisions?

● Advance Care Planning

Have you had detailed conversations with those you love about your values, preferences and wishes that will help guide decision making around care that you do and do not want? Have you appointed a healthcare proxy by completing a healthcare proxy form and signing it along with two witnesses?

● Legal

Have you completed a will? Does your family know where it is? Do they know where you keep your other important papers and valuables? Have you talked with a lawyer about other issues such as a durable power of attorney?

● Financial

Are you familiar with the health benefits available to you through your private insurance plan, Medicare or Medicaid? Do you have a list of all insurance plans (health, life and disability) and do your family caregivers know where to find the list?

● Support

Are you using your support system for physical (assistance in caregiving) and emotional support? In addition to friends and family, support can be found through formal systems such as support groups or faith-based institutions.

Q *How do I communicate effectively during visits with my doctor/my loved one's doctor?*

- Keep a list between appointments with things you want to report and questions you want to ask. Bring the list with you to appointments.

- Tell your doctor at the beginning of the appointment that you have a list of issues to discuss so that you don't run out of time before getting to your concerns.
- If you haven't received or don't understand an answer to your question, ask it again, or ask for a simpler explanation.
- If you have many concerns, ask to schedule a longer appointment.
- When you are likely to address emotionally difficult issues or ones where significant medical decisions need to be made, bring someone with you to the appointment. If you don't have a family member or friend to go with you, you may be able to get a volunteer through faith-based institutions in your town, or let your doctor know you would like to tape record the session and bring a tape recorder.

Q *What specific questions are helpful to ask my (or my loved one's) doctor or nurse?*

- What is the range of time that a person with my diagnosis would be expected to live?
- What are my options, and what are the pros and cons of each of these?
- What are the typical problems that arise with this illness?
- What should we watch for?
- Are there symptoms we should be particularly concerned about?
- What support services would you expect us to need?
- Who should we talk to for comprehensive information on services available to help us with his/her care?

Q *It is difficult to begin conversations with my loved one about his/her wishes and feelings about end of life care. What are sensitive ways to broach this conversation?*

- “I want to make sure you always get the best care possible, or the type of care that you want, so there are things we should talk about...”
- “I’ve been wondering if there are things that you want me to know about your beliefs or wishes that would help me be sure you get the care you want...”
- “Since none of us knows what the future will bring, there are some things that I think we should all talk about...”
- “If I’m ever in a position where I need to make some healthcare decisions for you, I’ll be best able to take care of you if I really know what you want....”

Q *What are the signs that it is time to get more help in caring for my loved one, or even to think about living situations where more care is provided?*

- It seems like no matter what you do it isn't enough.
- You are not sure you can keep your loved one safe around the clock.
- Family relationships are becoming problematic due to the stress of caregiving.
- You are exhausted or developing frequent illnesses yourself.
- You feel generally overwhelmed.
- You do not have any time for yourself.
- Caregiving responsibilities are running your life to an unacceptable degree.
- You are not taking care of yourself or are acting in self-destructive ways, such as drinking too much alcohol, over or under eating, or not sleeping.

Q *How do I help my children as we face a death in the family?*

- Give children simple, honest explanations geared toward their age.
- Allow children to participate in caring for their ill loved one in ways appropriate to their age.
- Assure children that they are safe, and that they will be cared for.
- Assure children that there is nothing they did to cause the illness, and there is nothing they can do to cure it. Tell them there is much they can do to offer caring and comfort to the ill person they love.
- Help children express their feelings in appropriate ways.
- Seek help from others.

After Death Occurs: A Checklist of Tasks

The time immediately following the death of a loved one can be overwhelming, with grief and bereavement complicated by a seemingly endless number of important tasks. The immediate days following the death will be focused on the funeral or memorial service arrangements. Soon after this, various financial and legal issues must be addressed. Many people find it very difficult to be sure they have taken care of everything. The following is a list of tasks that are likely to need attention:

- Call the funeral home you have selected. If you have not chosen a funeral home ahead of time, the Massachusetts Funeral Directors Association can give you information on funeral homes in your area and can be reached at 781-335-2031, or ask a friend, family member, or clergy for a reference to a local funeral home.
- If your loved one was a veteran, you may be able to get assistance with the funeral, burial plot, or other benefits. For information on benefits call the Veterans Administration at 800-827-1000. Also, the phone number for your local Veterans Agency is usually listed under Town Offices. You will need a copy of your loved one's discharge papers. In most cases these can be obtained from Massachusetts War Records, 617-727-2964.
- Obtain 10 - 15 copies of the certified death certificate from your funeral director. You can also get additional copies online at: <http://www.vitalrec.com/ma.html> or at city hall.
- If your loved one was receiving Social Security benefits, notify your local Social Security office of the death, since these benefits will stop. Overpayments will result in a difficult process of repayment. If you are a surviving spouse, ask about your eligibility for increased benefits. Also, check on benefits that any minor children may be entitled to receive.
- Contact the health insurance company or employer regarding terminating coverage for the deceased while continuing coverage for others covered through the policy.
- Contact the insurance company for all life insurance policies. You will need to provide the policy number and a certified copy of the death certificate, and fill out a claim form. If the deceased is listed as the beneficiary on any other policy, arrange to have the name removed.
- If the deceased was working, contact the employer for information on pension plans, credit unions and union death benefits. You will need a certified copy of the death certificate for each claim.
- Return credit cards of the deceased with a certified copy of the death certificate, or notify the credit card company if you, as the survivor, want to retain use of the card.

- Seek the advice of an accountant or tax advisor about filing the deceased's tax return for the year of the death. Keep monthly bank statements on all individual and joint accounts that show the account balance on the day of death, since you will need this information for the estate tax return.
- Change the name on any joint bank accounts. If the deceased's estate is in trust, check with the Trust Department or Customer Service at the bank.
- If the deceased owned a car, transfer the automobile title into your name at the Secretary of State's Office, or if the estate is probated, through Probate Court.
- Arrange to change stocks and bonds into your name. Your bank or stockbroker will have the forms.
- Make sure that important bills, such as mortgage payments, continue to be paid.

Documents you may need to complete the tasks:

- Death Certificates (10 – 15 certified copies, photocopies often not accepted)
- Social Security Card
- Marriage Certificate
- Birth Certificate
- Birth Certificate for each child, if applicable
- Insurance Policies
- Deed and Titles to Property
- Stock Certificates
- Bank Books
- Honorable Discharge Papers for a Veteran and/or V.A. Claim Number
- Recent Income Tax Forms and W-2 Forms
- Automobile Title and Registration Papers
- Loan and Installment Payment Books and/or Contracts

For the most current information, please visit
www.endoflifecommission.org

Consumer Information

Types of Specialized Care

Other Healthcare and Support Services

Pain and Symptom Management

Complementary and Alternative Medicine

Advance Care Planning

Legal Issues

Health Insurance

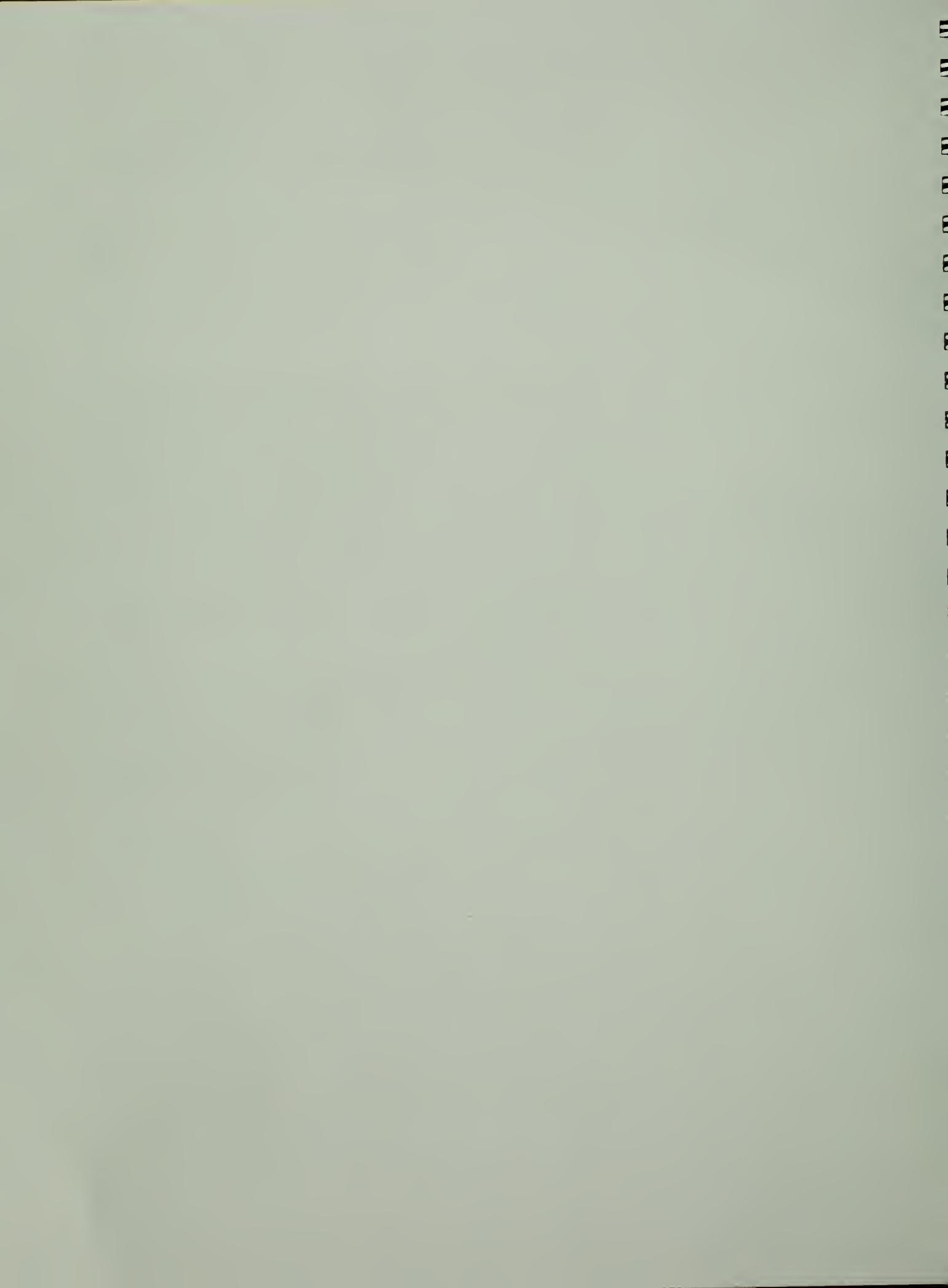
Funeral Planning and Funerals

Organ Donation

Bereavement

Spirituality

Cultural Traditions and Language Barriers



Types of Specialized Care for People Living with Life-Threatening Conditions

Over the past few decades, specialized programs for people living with life-threatening conditions have become available. These programs can be invaluable resources to patients, their family, and friends coping with the demands of serious illness. The following programs may be available in your area.

Hospices provide end of life care to people when the goal of treatment shifts from cure to comfort, usually in the last six months of life. The hospice philosophy recognizes the importance of living out the remaining months with respect and dignity in an environment that promotes quality of life. Hospice care can be provided at home or at assisted living facilities, nursing homes, hospitals, and residential hospice houses.

Hospice care is provided by a multi-disciplinary team — including a physician, nurse, social worker, chaplain, home health aides, and volunteers. The hospice team complements the role of your physician by addressing pain and symptom management, and meeting the medical, emotional and spiritual needs of you and your family. Because hospice care includes the family, bereavement services continue after the death of the hospice patient for up to 13 months.

Hospice care is available in every Massachusetts community through the services of one of the state's 40 licensed hospices. Comprehensive hospice care is covered for Massachusetts residents under Medicare, Medicaid and other private insurance carriers. The hospice benefit covers all care, drugs, and medical equipment related to the terminal illness. A basic hospice principle is that no patient will be turned away because of an inability to pay.

Palliative care services are relatively new. Interdisciplinary palliative care programs can now be found in some hospitals, nursing homes, and visiting nurse agencies. These programs reflect a growing interest among healthcare professionals in improving the care and quality of life for individuals with life-threatening conditions. In many ways, the goals of palliative care are similar to those of hospice. These include providing resources to help control pain and symptoms, to explore advance directives, and to address psychological, social and spiritual issues.

However, there are differences between the two types of care. Medicare hospice regulations require that patients have a life expectancy of less than six months and are not seeking curative treatment. These restrictions do not apply to palliative care, which may be provided at any time in the course of the life-threatening condition and may occur along with curative treatment efforts. Patients on clinical trials are also eligible for palliative care. It is possible to be cared for within a palliative care program and then be admitted to hospice in the final months of life.

At this time, there is no insurance coverage for comprehensive palliative care other than for pain and symptom management.

Hospice

Palliative Care

RESOURCES

Hospice and Palliative Care Federation of Massachusetts

This is a non-profit membership organization can help you locate hospice and palliative care services in your area.

1420 Providence Highway, Suite 277
Norwood, MA 02062
Phone: 781-255-7077
email: hospicefed@aol.com
website: www.hospicefed.org

The National Hospice and Palliative Care Organization

This organization advocates for the terminally ill and their families, educates the public and professionals, and provides technical informational resources about hospice and palliative care.

1700 Diagonal Road, Suite 300
Alexandria, VA 22314
Phone: 703-837-1500
FAX: 703-837-1233
email: info@nhpco.org
website: www.nhpco.org

American Hospice Foundation

This foundation supports programs that serve the needs of the terminally ill and grieving individuals.

2120 L Street, NW Suite 200

Washington, DC 20037

Phone: 202-223-0204

FAX: 202-223-0208

email: ahf@americanhospice.org

website: www.americanhospice.org

Hospice Net

This website provides information for patients and families facing life-threatening conditions.

website: www.hospicenet.org

National Hospice Foundation

This foundation is dedicated to broadening the understanding of hospice through education and research.

1700 Diagonal Rd, Suite 625
Alexandria, VA 22314
Phone: 703-516-4928
FAX: 703-837-1233
website: www.hospiceinfo.org

Other Healthcare and Support Services

Living with a serious medical condition or caring for an ill loved one can often be challenging and emotionally draining. Meeting these physical and emotional needs in times of illness, combined with the demands of daily living, can become overwhelming. Community-based services are available to help both those with serious medical conditions and their caregivers. Eligibility for these services may depend on the type and stage of illness.

Home Health and Home Care Services



Several types of agencies provide a range of health and support services in the home. Visiting nurse associations or community nursing agencies offer skilled nursing care. Patients who require this skilled care may also be eligible for home health aides, homemaker services, social services, case management, and a range of therapies provided through the same agency. Medicare and many other insurers will only pay for these services if you are homebound. Talk with your doctor or other healthcare providers about which services might be appropriate.

In addition to skilled nursing care agencies, some homecare agencies provide homemaker services to help with household tasks, or provide someone to help coordinate needed services.

Day Care



With some medical conditions, such as Alzheimer's disease, a person's health may be declining slowly yet be relatively stable. In this situation, the person may have physical or cognitive difficulties that require more supervision or stimulation than

is available at home. Community-based day care programs can provide needed supportive daytime care. These programs can often arrange transportation to and from the program site.

Family caregivers of an ill or disabled person sometimes need a break or respite from daily caregiving demands. Respite care services provide short-term placement, in an appropriate setting, for the person needing care. Typically respite care placement may be from a few days to a week. Residential care facilities, hospitals, extended care facilities, and inpatient hospice houses sometimes offer this service. Talk with your healthcare provider if you anticipate a need for this kind of support.

Respite Care

Extended Care Facilities

As a person's health declines, it may be inadvisable or impossible to continue living at home. There are several types of extended care facilities that provide different levels of care for residents.

Nursing Homes

Nursing homes provide long-term care for the elderly, chronically ill and disabled. Services include nursing care, personal care and rehabilitative care, such as physical, occupational and speech therapy. An increasing number of nursing facilities also provide specialized services for people with Alzheimer's disease and other forms of dementia.

Nursing homes may also provide short-term care for patients who have been hospitalized and need a brief period, usually up to a month, for rehabilitation or medical monitoring before returning home. Finally, some nursing homes provide respite care to enable caregivers to have time off.

Assisted Living

Assisted living residences provide resources for the elderly or the disabled who need more supervision and services than living in a private home can provide, but who do not need 24 hour nursing or rehabilitative care. Assisted living residences generally offer a range of services including meals, social activities, assistance with personal care, coordination of healthcare services, medication management, and emergency response. Assisted living can be found as freestanding residential complexes or within continuing care retirement communities that provide multiple levels of residential support and care.

Planning Ahead

Many people resist placing a loved one in a nursing care facility and are determined to provide care at home. However, the demands of a progressive or debilitating condition can eventually exhaust caregivers. The ill person's condition may also deteriorate to the point where a home setting is no longer safe.

Discussion and planning for care options should occur before the situation becomes urgent. This should include investigating extended care options in your community, carefully choosing facilities that can meet your loved one's needs, adding your name to waiting lists, and exploring payment options.

Planning together for future needs will help to ensure that the best possible living setting for your loved one is available if he or she needs it.

RESOURCES

Massachusetts Extended Care Federation
2310 Washington Street, Suite 300
Newton Lower Falls, MA 02462
Phone: 617-558-0202 or 1-800-CARE-FOR
FAX: 617-558-3546
email: info@mecf.org

Mass Aging Services Association
135 South Huntington Avenue
Boston, MA 02130
Phone: 617-739-3235
FAX: 617-739-3236
website: www.massaging.org

Massachusetts Long Term Care
website: www.masslongtermcare.org

Visiting Nurse Associations of America
11 Beacon Street, Suite 910
Boston, MA 02108
Phone: 617-523-4042
FAX: 617-227-4843
website: www.vnaa.org

Home & Health Care Association of Massachusetts, Inc.
20 Park Plaza, Suite 620
Boston, MA 02116
Phone: 617-482-8830 or 1-800-332-3500
FAX: 617-426-0509
email: tburgers@mass-homehealth.org

Pain and Symptom Management

People with life-threatening conditions may have fear about pain and other symptoms as their disease progresses. Often these fears are based on the previous experiences of family and friends, who may not have received the advanced medical care available today. With recent advancements in treatment, pain and other distressing symptoms can be minimized.

Pain



Most pain associated with terminal illnesses can now be adequately controlled through the appropriate use of a variety of pain medications, or a combination of medications and non-drug therapies. One barrier to effective pain control is inadequate education of healthcare professionals in the assessment and treatment of pain. Another barrier is the fear patients may have about possible addictions from using pain medications.

It is important to report the type and intensity of your pain accurately to your doctor or nurse. Some people are reluctant to disclose their level of discomfort, either because they do not want to complain, or because they believe that pain is simply a part of their illness that they must tolerate. However, there is no need to suffer in pain. Furthermore, efforts to be "strong" by tolerating moderate or high levels of pain are misguided. By delaying taking medication until the pain gets more severe, you may then need higher dosages to achieve adequate pain control. Overall, unrelieved pain has high financial, functional and emotional costs.

Some people find that complementary therapies such as relaxation, visualization, massage, or acupuncture are helpful in treating pain when used along with pain medication. Talk with your healthcare provider about whether any of these therapies may help you. Also check your health insurance coverage to determine whether your policy covers these therapies.

Life-threatening conditions and their treatments often involve symptoms that, if untreated, can cause a great deal of discomfort. Common symptoms include shortness of breath or difficulty breathing, anxiety, depression, weakness, fatigue, altered mental state, constipation, diarrhea, nausea, and vomiting. These symptoms can affect your quality of life.

It is important to describe any distressing symptoms to your healthcare provider, since most can be controlled. Ask your healthcare provider about complementary therapies as well as medications that may be helpful in managing your discomfort.

Other Distressing Symptoms

RESOURCES

American Pain Foundation
website: www.painfoundation.org

American Academy of Pain Management
website: www.apainmanage.org

Partners against Pain
website: www.partnersagainstpain.com

Pain.com
website: www.pain.com

Handbook for Mortals, by Joanne Lynn

Complementary and Alternative Medicine

Americans are increasingly using treatments outside traditional Western medical care to address medical and emotional conditions. Generally these treatments are referred to as complementary medicine when used in addition to more standard treatment, and as alternative medicine when used instead of traditional medical care. Collectively, they are referred to as complementary and alternative medicine, or CAM. Many individuals with life-threatening conditions use one or more CAM therapies to help manage the discomfort of their illness, the side effects of therapy, or feelings of depression, anxiety, and grief.

The National Center for Complementary and Alternative Medicine identifies five major domains of CAM:

Types of CAM

Alternative medical systems are frequently traditional systems of medicine practiced by other cultures. One common therapy today is acupuncture, part of traditional Eastern medicine.

Mind-body interventions are techniques based on the mind's capacity to affect the physical body. These interventions include meditation, prayer, music, dance and art therapy.

Biologically based treatments include herbal medicine, special dietary regimens, and individual biological therapies.

Manipulative and body-based methods include chiropractic care and massage therapy.

Energy therapies are techniques based on theories regarding energy fields from internal or external sources.

Questions to Ask When Considering Use of CAM



While research on CAM has increased in recent years, most of these therapies have not yet had rigorous clinical studies of their safety and effectiveness. If you are considering using a CAM therapy, you should investigate the proposed treatment carefully. Some questions to ask are:

- Is there research on its safety and effectiveness, especially as it relates to your specific medical condition? Are there potential side effects or interactions with other medications or treatments?
- Is there any regulation or other oversight of the therapy's practices, products, and/or providers, such as approval by the federal Food and Drug Administration or state provider licensure?
- How much will it cost and are these costs covered by health insurance? Most CAM therapies are not, although there are some exceptions.

It is important to talk with your physician and other members of your healthcare team if you are considering using any CAM therapy.

Oversight of CAM in Massachusetts



In Massachusetts, the Board of Registration in Medicine oversees the training, licensure, and practice of acupuncturists. The Board of Registration of Chiropractors regulates chiropractic care, including licensing chiropractors.

RESOURCES

National Center on Complementary and Alternative Therapies
 National Institutes of Health
 P.O. Box 8218
 Silver Spring, MD 20907-8218
 Phone: 888-644-6226
 TTY: 888-644-6226
 FAX: 301-495-4957
 website: nccam.nih.gov

Acupuncture Unit
 Massachusetts Board of Registration in Medicine
 10 West Street 3d Floor
 Boston, MA 02111
 Phone: 617-727-3086, x. 363
 website: www.massmedboard.org/acupuncture.htm

Massachusetts Board of Registration of Chiropractors
 239 Causeway Street, Suite 500
 Boston, MA 02114
 Phone: 617-727-3093
 FAX: 617-727-2669
 website: www.state.ma.us/reg/boards/ch/default.htm

American Massage Therapy Association
 website: www.amtamassage.org

American Music Therapy Association, Inc.
 8455 Colesville Road, Suite 1000
 Silver Springs, MD 20910
 Phone: 301-589-3300
 FAX: 301-589-5175
 email: info@musictherapy.org
 website: www.musictherapy.org

Office of Dietary Supplements
 National Institutes of Health
 Building 31, Room 1B29
 31 Center Drive, MSC 2086
 Bethesda, MD 20892-2086
 Phone: 301-435-2920
 FAX: 301-480-1845
 email: ods@nih.gov
 website: ods.od.nih.gov/links/links_consumer.html

The Longwood Herbal Task Force
 Center for Holistic Pediatric Education and Research
 Children's Hospital
 300 Longwood Ave.
 Boston, MA 02115
 Phone: 617-355-2576
 FAX: 617-355-4924
 website: www.mcp.edu/herbal/default.htm

Advance Care Planning

Advance care planning is the process you undertake to ensure that you will receive the healthcare you want at the end of your life. Advance care planning is important because you may become so sick that you are unable to state your own desires or participate in decision-making about your medical care. Written and verbal instructions, usually called *advance directives*, are intended to establish clear, legal communications and to ensure that your wishes are known and carried out.

There are several important steps for good advance care planning. First, think about your wishes for care in a life-threatening medical situation. When would you want aggressive treatment and when would you want all of your care focused on comfort and quality of life? Then consider whom you would want to make these decisions on your behalf if you were unable to state them yourself. Communicate your wishes to your family and loved ones. Then take the proper steps to document these wishes and make them available.

Some of the concerns that should be addressed in an advance directive include:

- Assuring that anyone you want to represent you in decision-making has been given the authority to do so.
- Protecting your assets and your estate from medical costs for treatment that are contrary to your wishes.
- Having the resources and people in place to make certain that your financial matters can be handled properly and in a timely manner.

Preparing for End of Life Decisions



The resources listed below provide information to help you make these decisions and have conversations with those you love.

Kinds of Advance Directives



Healthcare Proxy

A healthcare proxy is a document allowing you to designate an individual, known as a healthcare agent, to make healthcare decisions on your behalf in the event that you are unable to make or communicate your own decisions. The agent may be a trusted family member, friend, attorney, or another designated person of your choice. It is also a good idea to identify an alternate agent to serve if the original appointee is unavailable to serve.

The role of this agent is to make decisions based on what he or she believes you would want, or, if this is unknown, to decide based on your medical best interest. This agent may make healthcare decisions in any situation where you are unable to make or communicate your wishes, not just in end-of-life situations. You may also place specific limitations on the agent's decision-making power.

Before signing a healthcare proxy, it is important to talk to your agent to make sure he or she is willing to take on this important role. Discuss your wishes candidly and in detail, so that the agent can represent you well.

There are some specific steps required under Massachusetts law for a healthcare proxy to be legal, including that two witnesses sign the proxy document. There is no specific required form to complete, but Massachusetts Medical Society has developed easy-to-use sample forms that comply with Massachusetts law.

Living Will

A living will is a written statement of your wishes for medical treatment and end of life care in the event that you are unable to make healthcare decisions or communicate them directly. It may include provisions instructing physicians of the circumstances in which you wish treatment to be withheld or withdrawn, including situations where you do not want drastic life-saving steps taken. A 'Do Not Resuscitate' or DNR order for a hospital or home-care situation is a form of living will.

There is no Massachusetts law specifically governing living wills. However, if you have a healthcare proxy in place, living will instructions are recognized as evidence of your wishes.

Other Forms

There are many other advance directive forms available. One example is the easy-to-use form called Five Wishes developed by Aging with Dignity. It combines a healthcare proxy and many parts of a typical living will.

Check with your attorney to ensure that a particular form is recognized under Massachusetts law.

General Points



A healthcare proxy and a living will work together to form a complete set of instructions and authority for end of life care. After signing these forms, it is important to discuss these documents, with and provide copies of them to, your designated agent(s), family members, physician, and clergy. The law provides that a copy should be given to the primary care physician for placement in permanent medical records. The original should be kept in a safe but easily accessible place.

In addition, you should give a copy of these documents to any healthcare facility where you are admitted. Hospitals, nursing homes, and other healthcare

facilities that accept Medicaid or Medicare are required to inform patients of their rights to have advance directives. They must also keep the directives in the medical record and let patients know of any policies that would keep the facility from fully complying with the directive. Be careful not to unintentionally complete a new healthcare proxy form, since the proxy signed most recently will replace the earlier one.

A healthcare proxy or living will can be revoked or replaced at any time while you are competent. However, it does not have to be replaced if used or in the event that you later regain the capacity to make your own decisions.

Your healthcare proxy and living will should be periodically reviewed and discussed with your agent to make sure they still accurately reflect your wishes.

RESOURCES

Massachusetts Medical Society

860 Winter Street
Waltham Woods Corporate Center
Waltham, MA 02451-1411
Phone: 781-893-4610 or 781-893-3800
website: www.healthcareproxy.org

The Society's advance directives website provides guidance on dealing with end-of-life medical care decisions and has healthcare proxy forms that comply with Massachusetts law.

Partnership for Caring: America's Voices for the Dying Partners for Caring, Inc.

This national, nonprofit organization serves as a resource for information and advocacy to improve the quality of end-of-life care. It maintains information on state and federal laws governing advance directives and offers simple, standardized forms for healthcare proxies and living wills. The website offers information to help you have conversations with your loved ones about advance care planning.

475 Riverside Drive, Suite 1852
New York, NY 10115
Phone: 212-870-2003 or 800-989-9455
FAX: 212-870-2040
email: pfc@partnershipforcaring.org
website: www.partnershipforcaring.org

Americans for Better Care of the Dying

This national, nonprofit organization focuses on improving end of life care. It offers consumer resource information on advance care planning and other aspects of end-of-life care and bereavement.

website: www.abcd-caring.org/mainpage.htm

Growth House, Inc.

This California-based organization provides information and referral services for agencies working with death and dying services. Their website is a comprehensive source of Internet resources on end of life issues.

website: www.growthhouse.org

Last Acts

This national coalition is sponsored by the Robert Wood Johnson Foundation to improve care and caring at the end of life.

c/o Sojourn Communications
1411 Laburnun Street
McLean, VA 22010
Contact: Nancy Reller
email : nreller_sojourn@hotmail.com
website: www.lastacts.org

Aging with Dignity

This national nonprofit organization is dedicated to helping individuals and their families plan for and receive the type of end of life care they desire. It publishes Five Wishes, an easy-to-use document to record advance directives.

PO Box 1661
Tallahassee, FL 32302
Phone: 1-888-5-WISHES
email: fivewishes@agingwithdignity.org
website: www.agingwithdignity.org

Legal Issues

As a person approaches the end of life, many legal issues may arise, including medical decisions, financial and estate planning decisions, and caring for dependents. Planning in advance for these issues will give greater assurance that your wishes regarding these decisions will be carried out.

Legal Options for Decision-Making on Behalf of a Living Person

There is always the possibility that you will reach a point where you cannot make or communicate decisions for yourself. When this happens, a bank, hospital or other service provider may need to know who is authorized to act for you. If they choose the wrong person, they may be held liable for a wrong decision. There are tools available to help you plan for who will make these decisions, and laws that provide ways to address unplanned situations.

Healthcare Proxy

A *healthcare proxy* is a document executed in advance allowing you to designate another person (an “agent”) authorized to make healthcare decisions for you in the event that you are unable to make or to communicate healthcare decisions. This is described in more detail in the section on Advance Care Planning. This document must be put into place before you are unable to make or communicate healthcare decisions for yourself.

Durable Power of Attorney

A *durable power of attorney* is a document executed in advance providing for the legal appointment of another person or persons (an “agent” or “attorney-in-fact”) as your legal representative to make non-medical decisions for you. It is “durable” because it does not end if the person giving the authority becomes incapacitated. The appointment of the agent can be structured so that it doesn’t go into effect until you actually become incapacitated. This document also must be put into place before you are unable to make or communicate financial decisions for yourself.

Guardianship and Conservatorship

If you don’t undertake advance planning, a court may appoint an agent to make decisions on your behalf. A *guardian* is a court-appointed agent responsible to make medical and financial decisions. A *conservator* is a court-appointed agent responsible for only financial decisions. Usually, a court will only appoint a guardian or conservator after you are unable to make or communicate your own wishes, and have failed to put into place or have revoked a healthcare proxy or durable power of attorney. Your family and friends may or may not have a say in whom the court appoints as a guardian or conservator. You can nominate someone to act as guardian or conservator for you if the need arises in a durable power of attorney document.

If you have mental health issues, and are taking or need an anti-psychotic medication or treatment, a Massachusetts case called “Rogers” provides for additional protection for you. Under a Rogers guardianship, the court appoints an attorney to represent you and a specialized treatment plan approved by the court must be used. A properly drafted healthcare proxy or durable power of attorney may allow those caring for you to avoid this process.

Sometimes toward the end of life, planning needs to be done to deal with financial issues that may arise for you if expensive and potentially long-term medical care is needed, or for disabled or dependent persons you may have been caring for. Financial planning can help you put your finances in order and maximize your resources both for your care and for others.

Good advice is critical. Some financial advisors may sell products based on the commission they will receive rather than what may be in your best interest. If you are considering the use of a financial planner, find one who is objective and understands the specific issues that you are confronting. For instance, while some types of annuities will protect your assets from long-term care costs, others do not. Some assets are appropriate for investment in a long-term trust for minors while others are not. Find a financial planner who understands the differences.

Estate Planning

Just as important as lifetime planning at end of life is planning for death. Most people who die own something that needs to be passed on to others. It could be money, personal items, or even a last statement or sentiment. "Estate planning" in its most basic sense is setting in place documents that define how you want to dispose of these items.

In Massachusetts there are laws that define how to deal with property of a person who dies, which is known as the "estate." The process of administering this property, called probate, is done through a special set of courts called the probate courts. The probate process involves appointing someone to administer the estate, and then collecting the property, paying debts and expenses, and distributing the property to those you leave behind.

It is important to realize that all property you have at death either passes through the probate process (called probate property), or goes outside of the process (non-probate property). This distinction can be very important and mistaking one for the other can have dire consequences. Non-probate property, such as life insurance or qualified retirement plans, where there is a person or charity named as beneficiary, does not generally need to be administered through the probate process. When you die, the beneficiary simply proves your death and receives the benefits. For probate property, the holder of that property, for instance a bank or stock company, needs to know who to turn the property over to. They rely on the probate process to authorize someone to act for the estate and to see to the disposition of the property in accordance with your wishes.

If you don't plan, the Commonwealth has provided a set of laws that describe who gets appointed to administer your estate and how they dispose of the property. Unfortunately, these laws may not provide for the same disposition as you would. For instance, if you die with a spouse and children, the spouse is entitled to only a portion of your estate, and the children, regardless of age, receive the rest.

To avoid having these laws dictate who administers your estate and how your property is disposed of, and to allow you to make these choices, you need to do estate planning. This is another complex area that in most cases should have the attention of an attorney who specializes in this type of work. The following are some of the tools he or she will use to help you.

Financial Planning

Planning for Death

Will

A will is a written document that states your intentions about disposition of your property — including money, houses, and other possessions — after your death. It also allows you to choose who will see that your wishes are carried out after your death. Some people may have fairly simple, clear decisions that they wish to make known. Others have complex decisions to make and should plan well ahead to assure that their assets can be passed on in the way they intend. In addition to assuring that your wishes are known and complied with, making advance plans for your will and estate can help assure that resources for surviving family members to pay necessary taxes are available.

Trust

A trust is a legal arrangement in which a person(s) or an institution such a bank or trust company, called the trustee, holds legal title to the property and manages that property for the benefit of another person called the beneficiary. As the person who establishes and funds the trust, you are called the donor or settlor. Depending on the specific situation, you may also be a trustee or a beneficiary of the trust. If the trust is established during your lifetime, it is called a “living” or “inter vivos” trust. If the trust is established through your will after death, it is called a “testamentary” trust.

Trusts can perform many jobs including: holding legal title to real estate to maintain privacy or save taxes, handling funds for someone unable to handle his or her own affairs, preserving funds for minor children or disabled individuals, or protecting property from sale or development. A trust can also be used as a way to avoid the probate process, essentially turning probate property into non-probate property. Some people advocate trusts as a necessary tool to avoid probate successfully. While trusts may well save money in certain circumstances, they do not provide the same benefits in Massachusetts as in some other states and should not be the automatic choice for everyone.

Estate planning should also involve a review of potential long-term care issues for you or those you would leave money to. Proper planning using trusts could prevent a loss of public benefits for you or your heirs. Another part of estate planning involves the review of potential tax liabilities upon your death and ways to use trusts to minimize or avoid taxes.

Disability planning for minor/disabled children or dependent/disabled adults

It is important to plan for how minor or disabled children or other family members will be cared for after a parent or guardian’s death, and to take appropriate legal steps to assure that these plans are carried out. Two particular concerns are who will care for a child or disabled person; and how will the child or disabled person cope financially without the support that has been given by the parent or guardian.

In Massachusetts, a parent/guardian has the option to nominate or appoint a successor caregiver during life, called a stand-by guardianship, or in a document prepared as part of the estate plan. Considerations should be given in nominating someone for this important role and to make sure that alternates are nominated if the first choice is not available for any reason.

Making financial plans for a child or disabled person means more than just leaving him or her money in an estate plan. Leaving an inheritance to someone who is currently a minor or someone who is or could become disabled can have

unfortunate unintended results. An inheritance to a minor child may give that child access to a large pool of money at a young age before he or she has the maturity to wisely handle it. An inheritance to a disabled child or adult could remove the person from needed public benefits. An inheritance to a disabled older person can mean the money would be used instead of Medicaid to pay privately for long-term nursing homecare.

With proper planning, trusts can be set up to ensure that minors receive money at an age that you determine is appropriate, but that funds are available to be used for medical or educational expenses if needed. Similarly, "supplemental needs" trusts can be set up for disabled or older adults, which will protect public benefits while providing a needed source of supplemental funds to pay for extras not covered by public benefits. These areas of the law are a complex mix of state and federal laws and regulations. Seeking the advice of a qualified attorney will help to ensure that disability planning accomplishes its intended purpose.

Many decisions that individuals or families must make related to end of life are legal issues. In addition to legal advice about existing laws and options in making these decisions, an attorney will assist in making sure that necessary documents are correctly prepared. In some cases, there may be legal proceedings where the individual needs representation.

For any legal issue related to end of life planning, find an attorney who is experienced in the particular area of concern. Seeking recommendations from family, friends, and colleagues who have had similar legal issues is one possible option. The Massachusetts and Boston Bar Associations each have lawyer referral services that offer advice on how to seek the right lawyer for your needs and can assist in identifying possible lawyers for you to contact.

If you know any attorneys, ask them for a referral to a specialist. An attorney may be in a good position to know other qualified attorneys who handle such issues.

Ask Questions First

Ask a lot of questions before selecting an attorney. Start with the initial phone call. It is not unusual to speak only to a secretary, receptionist, or office manager during an initial call or before actually meeting with the attorney. If so, ask this person your questions.

- How long has the attorney been in practice?
- Does his/her practice emphasize a particular area of law?
- How long has he/she been in this field?
- What percentage of his/her practice is devoted to this area of the law?
- Is there a fee for the first consultation and if so, how much is it?
- Given the nature of your problem, what information should you bring with you for the initial consultation?

The answers to your questions will assist you in determining whether that particular attorney has those qualifications important to you for a successful attorney/client relationship. If you have a specific legal issue that requires immediate

Finding an Attorney



attention, be sure to inform the office of this during the initial telephone conversation.

Once You Have Found an Attorney

When you have found an appropriate attorney, make an appointment to see him or her. During the initial consultation, you will be asked to give the attorney an overview of the reason you are seeking assistance, so be sure to organize and bring all the information pertinent to your situation.

After you have explained your situation, ask:

- What will it take to resolve it?
- Are there any alternative courses of action?
- What are the advantages and disadvantages of each possibility?
- How many attorneys are in the office?
- Who will handle your case?
- Has that attorney handled matters of this kind in the past?
- Is that attorney a member of the local bar association, its health advocacy committee, or trust and estates committee?
- Is that attorney a member of the National Academy of Elder Law Attorneys?
- How are fees computed?
- What is the estimated cost and time to resolve your problem?

Discussing Fees

There are many different ways of charging fees. Be aware of how your attorney charges and how often he or she bills. Some attorneys bill weekly, some bill monthly, some bill upon completion of work. Ask about these matters at the initial conference, so there will be no surprises. If you don't understand, ask again. If you need clarification, say so. It is very important that you feel comfortable in this area.

Some attorneys charge by the hour with different hourly rates for work performed by attorneys, paralegals and secretaries. If this is the case, find out what the rates are. Other attorneys charge a flat fee for all or part of the services. This is not unusual, for example, if you are having documents prepared. Your attorney might use a combination of these billing methods.

In addition to fees, most attorneys will charge you for out-of-pocket expenses. These expenses typically include charges for copies, postage, messenger fees, court fees, deposition fees, long distance telephone calls and other such costs. Find out if there will be any other incidental costs.

The attorney may ask for a retainer. This is money paid before the attorney starts working on your case that is usually placed in a trust account. When the attorney bills you, he or she pays himself or herself out of that account. Expenses may also be paid directly from the trust account. The size of the retainer may range from a small percentage of the estimated cost to the full amount.

Get It in Writing

Once you decide to hire the attorney, ask that your arrangement be put in writing. This could be done in a letter or a formal contract. It should spell out what

services the attorney will perform for you and what the fee and expense arrangement will be. However, even if your agreement remains oral and is not put into writing, you have made a contract and are responsible for all charges for work done by the attorney and his or her staff.

Make It a Good Experience

A positive and open relationship between an attorney and a client benefits everyone. Communication is the key to achieving this. If your concerns are given short shrift, if you don't like the answers to the questions, if you don't like the attorney's reaction to being asked all those questions, or if you simply do not feel relaxed with this particular person, *do not hire that person*.

In addition to private attorneys, publicly funded legal aid offices such as Greater Boston Legal Services can help low-income individuals with free legal assistance in some types of situations. Contact the Legal Advocacy and Resource Center for other legal aid offices in Massachusetts. The Massachusetts Bar Association may also assist you in identifying legal resources that are lower cost if you meet certain financial guidelines.

RESOURCES

General information on end-of-life legal matters

www.uslivingwillregistry.com
www.partnershipforcaring.com

Finding a attorney

Massachusetts Bar Association
 20 West St.
 Boston, MA 02111-1218
 Phone: 617-338-0500
 Lawyer referral service: 617-654-0400 or 866-MASSLRS
 website: www.masslawhelp.com

Boston Bar Association
 16 Beacon St.
 Boston, MA 02108
 Phone: 617-742-0625
 email: lrs@bostonbar.org
 website: www.bostonbar.org/lrs/about.htm

Greater Boston Legal Services
 197 Friend St.
 Boston, MA 02114
 Phone: 617-371-1234 or 1-800-323-3205
 TDD: 617-371-1228
 FAX: 617-371-1222

Or:

432 Columbia Street
 Cambridge, MA 02141
 Phone: 617-603-2700
 TDD: 617-494-1757
 FAX: 617-494-8222

Legal Advocacy and Resource Center
 197 Friend Street
 Boston, MA 02114
 Phone: 617-603-1700 or 1-800-342-5297
 (eastern Mass. only)
 website: neighborhoodlaw.org

National Academy of Elderlaw Attorneys
 This organization maintains a registry of attorneys who specialize in elder and disability law.

1604 N. Country Club Road
 Tucson, AZ 85716-3102
 Phone: 520-881-4005
 website: www.naela.org

Health Insurance

Health Insurance Coverage for End of Life Needs



Many people assume that health insurance will cover their medical needs at the end of life. While in many cases this is true, it is important to explore the specific terms of each health insurance policy. Most health insurers cover only “medically necessary” services and payment for others may be denied. Ultimately, the contract with your insurer will specify what is and what is not a covered benefit, so it is important that you fully understand your insurance coverage.

Under Massachusetts law, all insurers, including Medicare and managed care organizations, now pay for hospice care. However, up to 40% of insured consumers in Massachusetts are not protected by this law because their health benefits are provided through an employer who is self-insured.

Health insurance also does not typically cover long-term care, including certain nursing home or home healthcare services. Long-term care insurance is available as a separate policy sold by many insurance companies.

If you believe that your health insurer is not paying for covered services, including end of life care, first contact the company directly. Massachusetts law requires that health plans have a formal internal grievance process. Call your insurer’s customer service center for further information. If you are dissatisfied with your insurer’s final determination regarding coverage for your treatment, you may:

- Request an external review through the Department of Public Health’s Office of Patient Protection if you are a member of an insured health plan. You must make this request within 45 days of receiving the final determination from your insurer.
- Contact your employer if your health benefits are provided through an employer who is self-insured.
- Contact Medicare or MassHealth (Medicaid) if you are enrolled for coverage in either of these programs.

If you are planning to leave a job that has health benefits, you may be able to continue your health coverage for a period of time through your employer, as long as you pay the premium. Contact your employer or the Massachusetts Division of Insurance for further information about this benefit, which is known as COBRA or mini-COBRA.

The Massachusetts Executive Office of Elder Affairs administers SHINE (Serving the Health Information Needs of Elders), a program specifically designed to assist elders in obtaining and understanding information about health insurance and healthcare options. SHINE counselors throughout the state are available to provide assistance regarding Medicare, Medigap, Medicaid, long-term care insurance, and pharmacy coverage.

If You Don’t Have Health Insurance Coverage



If you are uninsured and have a life-threatening condition, obtaining health insurance may be difficult, but it is worth making every effort to try. If you are employed, talk to your employer. If your employer does not offer health insurance, you might suggest that your employer call the Division of Medical Assistance to get information about the Insurance Partnership Plan.

You may obtain non-group health insurance on a guaranteed issue basis if you are uninsured, although it may be costly. Contact the Division of Insurance for further information.

If you are disabled or low-income, you may qualify for MassHealth, the Massachusetts Medicaid program.

Families with major health-related expenses resulting from a child's medical condition may be eligible for financial assistance through the Massachusetts Catastrophic Illness in Children Relief Fund.

If you have hospital expenses, you may be eligible for free or partial free care to cover hospital bills through the state's Uncompensated Care Pool. Contact the hospital for information and a free care application.

Depending on your condition, there may be voluntary organizations that deal with your specific disease that can direct you to help with specific services.

RESOURCES

Massachusetts Executive Office of Elder Affairs

SHINE Program

Call your local Council on Aging or contact the statewide

SHINE program

Phone: 1-800-882-2003

TTY: 1-800-872-0166

website: www.state.ma.us/elder/SHINE.html

EOEA also publishes *A Massachusetts Guide to Health Insurance Choices*.

Massachusetts Division of Insurance

One South Station

Boston, MA 02110-2208

Consumer service lines and to request publications:

Phone: 617-521-7777 or 413-785-5526

website: www.state.ma.us/doi

The Massachusetts Division of Insurance publishes *Your Options for Financing Long-Term Care: A Massachusetts Guide*.

Massachusetts Department of Public Health

250 Washington St.

Boston, MA 02108

Phone: 617-624-6000

TTY: 617-624-6001

website: www.state.ma.us/dph

Office of Patient Protection

Phone: 1-800-436-7757

website: www.state.ma.us/dph/opp

Catastrophic Illness in Children Relief Fund Commission

Division for Special Health Needs

Massachusetts Department of Public Health

250 Washington St.

Boston, MA 02108

Phone: 1-800-882-1435

TTY: 617-624-5992

FAX: 617-624-5990

website: www.mass.gov/cicrf

Massachusetts Division of Medical Assistance

MassHealth Enrollment Center

Phone: 1-888-665-9993

TTY: 1-888-665-9997

website: www.state.ma.us/dma

The Insurance Partnership

Phone: 1-800-399-8285

website: www.insurancepartnership.org

Massachusetts Division of Health Care Finance and Policy

Two Boylston St.

Boston, MA 02116

Phone: 617-988-3105

website: www.state.ma.us/dhcfp

The Division publishes *Access to Health Care in Massachusetts*, a catalogue describing all the available federal, state, and local programs that can pay for all or part of your healthcare. It also contains eligibility requirements, benefits, and information on how to apply.

Health Care for All

Health Helpline

Phone: 617-350-7279 or 1-800-272-4232

website: www.hcfama.org

Mayor's Health Line, City of Boston

1010 Massachusetts Avenue, 2nd Floor

Boston, MA 02118

Phone: 617-534-5050 or 1-800-847-0710 (outside Metro

Boston)

website: www.bphc.org/mhl/mhl.htm

Funeral Planning and Funerals

All human societies have developed rituals associated with death, including remembrance of the deceased, disposition of the body, and assistance to families and communities in the grieving process. These customs differ across cultures and religions.

You may have a clear idea of your wishes, or you may want to seek the guidance of family, clergy, or a funeral director in making your decisions. You can then take steps to assure that your wishes will be carried out. If you want to assure that your wishes are carried out, it is important for you and your loved ones to plan for your funeral and body disposition while you are still healthy enough to be participate. This planning might include decisions concerning cultural and religious considerations, cost, and the involvement of family and friends.

Many people turn to a funeral home to help with the funeral planning process. Others join memorial societies, membership groups that can help with the planning and offer information, support, and access to lower-cost funeral arrangements. The Massachusetts Office of Consumer Affairs publishes a consumer fact sheet on funerals, with basic information on issues related to purchasing funeral arrangements. This agency also publishes *Buyers' Guide to Pre-Need Funeral Arrangements*, which funeral directors must give you as part of any discussion of pre-paid funeral arrangements.

There are many options for which funeral home to choose. Some people may choose a funeral home close to where they live, near where they plan to be buried, through their religious affiliation, or through a cultural or ethnic connection. In Massachusetts there are more than 700 licensed funeral homes.

Funeral costs can vary widely for similar products and services, so there is value in exploring more than one option. Federal and state regulations require that funeral homes follow certain procedures regarding funeral arrangements and costs. They must provide consumers with an itemized general price list and must not require that specific funeral packages be purchased. They may not require that you purchase a casket from the funeral home. These requirements, as well as guidelines and suggestions during this difficult time, are included in *Funeral: A Consumer Guide* published by the Federal Trade Commission.

Paying for a funeral can be a financial hardship for many people. Some limited options for financial assistance may be available. Social Security pays the direct survivor a small lump sum. Veterans can receive burial free-of-charge. The Massachusetts Department of Transitional Assistance pays funeral costs for MassHealth (Medicaid) members and other low-income, financially qualified individuals. Some unions, fraternal organizations, and mutual aid societies may also offer funeral benefits.

Caring for the Body after Death



The majority of Americans choose burial as the final disposition of the body after death. However, many people choose cremation as an alternative. Others may choose to donate their bodies for medical research.

Another decision is whether the body should be embalmed, which slows down the natural decay process. Massachusetts does not require embalming, except in special circumstances.

While most people use the services of a funeral director to assist them in the handling and disposition of the body, Massachusetts does allow families to care for

their own dead. In these cases, it is important to understand the state and local regulations and to carefully plan in advance. The Massachusetts Department of Public Health publishes consumer guidelines to assist you.

Burial

The most common choice for disposition of the body is burial. In this case, you must arrange for a casket and a burial plot.

The casket can be one of the most expensive costs in a funeral. Caskets can range in style and price from very simple and inexpensive to very ornate, costing from a few hundred dollars to thousands of dollars. Most people purchase caskets directly through the funeral home, but federal regulation requires that funeral homes allow caskets to be purchased independently, which may be less expensive. Massachusetts law also allows caskets to be rented. The decision for a burial site must also be considered. Many issues, both financial and personal, may influence the decision where to be buried and whether to purchase a burial site in advance. Contact different cemeteries and carefully compare options and costs.

Veterans, along with their spouses and children, may be buried in a national cemetery free of charge. Massachusetts also provides a cemetery for its veterans. The Massachusetts Secretary of State publishes a fact sheet on veterans' burial benefits.

Cremation

Cremation is an alternative to burial that has been increasing in popularity in recent years. Cremation is usually less expensive than burial, although the overall cost depends of the services selected.

Cremation, the incineration of the body, must be performed at a crematory licensed by the Massachusetts Department of Environmental Protection. With direct cremation, the funeral director removes the body from the place of death, and, after obtaining the necessary permits, takes the body directly to the crematory.

Some families hold a conventional funeral service prior to cremation. In this case, the facilities and services of a funeral home are usually required and the cost will be higher than with direct cremation. Some crematories have facilities that survivors can use for a final committal service for the deceased. In either event, the body can be prepared for viewing so that survivors can pay their final respects to the person who has died.

Survivors may accompany the deceased's body to the crematory for final committal, just as they do with burial. Some crematories also permit survivors to watch the container being placed in the cremation chamber.

By federal law, a casket cannot be required for cremation. However many crematories require a "suitable container", which may be a plywood or strong cardboard box that permits dignified handling of the body.

In the process of cremation, the body and its container are both incinerated with intense heat. While commonly called "ashes", the remains following cremation are calcified bone fragments that resemble finely broken seashells.

The crematory is responsible for careful identification of the ashes so that they may be returned to the proper family. Most crematories do this by placing a numbered metallic disc in the container with the body to provide for identification of the ashes.

There are several options in disposing of the cremated remains. The ashes may be placed in a niche in a columbarium, a special structure at a cemetery or church;

be buried or put in a crypt in a cemetery; be kept at home; or be scattered on land or at sea.

It may be important to talk with a member of the clergy before choosing cremation. Some religions forbid the practice, including Islam and Orthodox Judaism. Other religions, including Mormon, Eastern Orthodox, and some conservative Protestant denominations, look on the practice with disfavor. The Roman Catholic Church permits cremation within certain guidelines.

Body donation

Some people choose to donate their bodies for medical teaching and research purposes. This practice differs from organ donation, in which organs are removed from the body before it is released to the family for burial or cremation.

In addition to filling a societal need, donation for research can be the least expensive means for disposition of the body after death. In Massachusetts, the donor must personally arrange the donation before death. It is also important that issues about transporting the body and its final disposition after research be clarified in advance. The National Anatomical Service provides information about medical schools that accept body donations.

RESOURCES

Funeral Consumers Alliance

This alliance provides listings of funeral and memorial societies.

Hinesburg, VT

1-800-765-0107

website: www.funerals.org

Internet Cremation Society

This website is a resource for cremation information.
website: www.cremation.org

Massachusetts Department of Public Health

Division of Community Sanitation

This state agency publishes guidelines on the disposition of human remains.

305 South Street

Jamaica Plain, MA 02130

Phone: 617-983-6761

FAX: 617-983-6770

website: www.state.ma.us/dph/dcs/burial.htm

Massachusetts Department of Veterans' Services

This state agency oversees the state veterans' cemetery and offers other benefits.

239 Causeway Street, Suite 100

Boston, MA 02114

Phone: 617-727-3578

FAX: 617-727-5903

email: mdvs@vet.state.ma.us

website: www.state.ma.us/veterans/cemetery.htm

Massachusetts Funeral Directors Association

This member association of funeral homes in the state can help you in identifying of funeral homes.

536 Broad St., Suite 4

Weymouth, MA 02189-1395

Phone: 781-335-2031

FAX: 781-335-3245

Massachusetts Office of Consumer Affairs

Division of Professional Licensure

Board of Registration of Embalmers and Funeral Directors

This state agency regulates the funeral industry and publishes a consumer fact sheet on purchasing funeral arrangements.

239 Causeway Street

Boston, MA 02114

Phone: 617-727-1718

FAX: 617-727-2197

TTY: 617-727-2099

website: www.state.ma.us/reg/Consumer/fspageem.htm

National Anatomical Service

New York, NY

1-800-727-0700

Secretary of the Commonwealth

The Secretary of State's office publishes a fact sheet on veterans' burial benefits.

State House, Room 337

Boston, MA 02133

Phone: 617-727-7030

email: cis@sec.state.ma.us

website: www.state.ma.us/sec/cis/

Veterans' Administration

This federal agency oversees veterans' cemeteries.

Phone: 1-800-827-1000

website: www.cem.va.gov

Organ Donation

Even as you cope with a life-threatening condition, you may find that being able to help others in need by becoming an organ donor brings comfort and consolation. Organ and tissue donation can help others to live. In the United States today, more than 79,000 people await some type of transplant.

The decision whether to make an organ donation is personal. Talking to family members and clergy may help you in making this important decision. Most major religious groups support organ donation as a charitable gift of life.

New England Organ Bank (NEOB), the federally designated organ procurement organization for Massachusetts, has trained counselors who can give you further information and assistance in making this decision. Individuals who choose to become donors can request a donor card from NEOB. Once you get the card, it must be signed and returned. In addition, let your family and healthcare providers know of your decision. While consent for organ donation is always obtained from next-of-kin, your indication that you are willing to be a donor is critical.

Deciding to become an organ donor will not affect the type or quality of medical care you receive, and will not influence any life-saving efforts. In addition, organ donation does not affect the type of burial or cremation service that you choose, including whether you wish to have an open casket. There is no cost to the organ donor's family.

RESOURCES

New England Organ Bank
One Gateway Center
Newton, MA 02458
Phone: 1-800-446-NEOB
email: info@neob.com
website: www.neob.org

Division of Transplantation
Department of Health and Human Services

This federal agency provides oversight and funding for the nation's organ donation and transplantation system.

5600 Fishers Lane
Room 7C-22
Parklawn Building
Rockville, MD 20857
Phone: 301-443-7577
website: www.organdonor.gov

TransWeb: All About Transplantation and Donation

This nonprofit, educational website provides information for the general public about organ donation and transplantation.
website: www.transweb.org

Bereavement

Grief Process



Loss of a loved one changes your life forever, and the grief process is often different than people expect. The adjustment to life without your loved one can take a long time and considerable emotional effort.

Reactions to grief can be physical, emotional, psychological, and spiritual. You may experience a range of physical symptoms, including loss of appetite, insomnia, headache, fatigue, shortness of breath, nausea, or other symptoms in the early weeks after the death. As the days go by, an early sense of shock or numbness may give way to other feelings, including sadness, anger, fear or guilt.

You are likely find that you are easily distracted and that you have more difficulty concentrating. You may find yourself searching for answers, feeling hopeless or helpless, questioning your faith, or turning to your faith more strongly. You may find that your assumptions about the world seem changed, and it is common to feel like you are "not yourself".

Reactions to grief are individual and can vary tremendously. Since everyone grieves differently, it is important not to compare yourself to others. Pay attention to your own needs, such as when you need time to yourself and when you need time with others. Trust yourself. You may find it helpful to talk with others who have experienced significant losses.

While there are many aspects of grief that are similar regardless of how the death occurred, there are also reactions common to certain types of loss. Your relationship to the person, including the role he or she played in your life, will influence the grief you feel. Grief after a death that follows a long illness may be different than grief after an unexpected death. After a loved one's long illness, you may be in a state of emotional exhaustion from the demands of caregiving. Yet you may be surprised at the intensity of your feelings even though you felt prepared for the loss. If the death of your loved one was sudden or traumatic, you may find it harder to believe it is real, and face a challenging process of working through unexpected feelings and changes in your life.

There are many books available on grief that you may find helpful. Your local library, hospice, or Regional Center for Healthy Living may be a good resource.

Support



Grieving is hard work and requires considerable emotional effort, so it is often helpful to seek support. Your personal support network, your faith community, support groups, or counseling may be helpful. Pay attention to your own needs. Don't believe that is a sign of greater strength to "go it alone".

Many different types of community-based support are available. Some are self-help or mutual help groups, which are facilitated by someone who has experienced the same type of loss. Some support groups are run by mental health professionals. These may focus on bereavement in general or on specific losses, such as loss of a spouse or child, or loss due to suicide or homicide.

Many communities now have programs geared specifically towards children experiencing loss. Children, like adults, often feel very alone in their grief. Support groups may give children the comfort of being with others like themselves who are experiencing similar feelings.

Many hospices offer bereavement support groups that are open to all members of the community. Religious institutions, senior centers, and funeral homes also may offer support services or know specific resources in your community. Additionally, community calendars in local newspapers often list bereavement support groups.

RESOURCES

Hospice and Palliative Care Federation of Massachusetts

This member organization can help in locating a support group in a hospice near you.

1420 Providence Highway, Suite 277
Norwood, MA 02062
Phone: 781-255-7077
email: hospicefed@aol.com
website: www.hospicefed.org

Growth House, Inc
website: www.growthhouse.org

Griefnet
website: www.rivendell.org

Bereavement Magazine

website: www.bereavementmag.com

Compassionate Friends

For parents experiencing the loss of a child, this organization can provide information on local support groups.

P.O Box 3696
Oak Brook, IL 60522-3696
Phone: 877-969-0010
email: nationaloffice@compassionatefriends.org
website: www.compassionatefriends.org

Spirituality

Issues around spirituality are paramount for many people as they face the end of their lives or the lives of those they love. As humans, we are multi-dimensional, comprised of body, mind, intellect, and spirit. At different points in life, some aspects assume greater priority and meaning. It is understandable that as you face the transition of death, you may experience changes in your awareness of and attention to your spirituality.

Spirituality can be described as making meaning of one's relationship with self, others, the world, and for many, with God. Spiritual issues may include questions about meaningfulness and purpose in one's life that may encompass relationships, work, and other activities. Some people feel the need to reconcile with themselves, with others, or with God — to set relationships right. Some people experience fear of the unknown, of being alone, of not having necessary resources, or of loss of independence and physical abilities.

Issues of spirituality surround the notion of a "good death". A good death is generally one that is in keeping with the beliefs, values and wishes of you and your loved ones, and one in which pain and distressing symptoms are controlled.

There are many resources that help tap into a sense of spirituality, that help connect one's self and the world. These vary for people, and may include music, poetry, art, nature, rituals, or prayer. For many people spirituality includes, or is shaped by, religious beliefs. If you identify with a particular religious tradition, the practices of your faith may be especially important when dealing with end of life issues.

Guidance or support from clergy, chaplains, spiritual counselors or others specifically prepared to attend to spiritual care, who have an understanding of how to work with questions about God, suffering, faith, hope and despair, may be extremely valuable. Goals of spiritual care generally include: developing an understanding of beliefs and wishes for care at the end of life, developing a sense of having lived a meaningful or good life, and experiencing an end of life that includes joy and has minimal pain or suffering. Spiritual care also extends to support for the family members and other loved ones during this time and during bereavement following the death.

Consumer Information

For many people, religious organizations can be important resources when dealing with end of life issues. The following is a list of resources in Massachusetts that may be helpful.

RESOURCES

Buddhism

Clear Light Society
P.O. Box 306
Brookline, MA 02446
Phone: 617-734-2939

Catholicism

In Support of Life, End of Life Education: A Roman Catholic Initiative
Massachusetts Catholic Conference
West End Place
150 Staniford Street, First Floor
Boston, MA 02114-2511
Contact: Maria Parker
Phone: 617-367-6060
FAX: 617-367-2767
website: www.macathconf.org/Support.htm

Office of Health Care Ministry
Archdiocese of Boston
736 Cambridge Street
Boston, MA 02135-2997
Contact: Jean Marchant
Phone: 617-789-2457
email: Jean_Marchant@cchcs.org
website: www.rcab.org/healthcare/HealthHome.html

Church of Jesus Christ of the Latter Day Saints (Mormons)

Boston Mission Office
385 Concord Avenue
Belmont, MA 02478
Phone: 617-489-3733

Islam

Islamic Society of Boston
240 Prospect St.
Cambridge, MA 02139
Phone: 617-876-3546
FAX: 617-576-6268
email: isb@gis.net
website: www.isboston.org

Islamic Center of New England
470 South St.
Quincy, MA 02169
Phone: 617-479-8341
FAX: 617-471-9522

Muslim Chaplain
Brigham and Women's Hospital
75 Francis St.
Boston, MA 02115
Contact: Imam Salih Yucel
Phone: 617-908-3554
email: syucel@partners.org

Judaism

Jewish Healing Connections
Jewish Family and Children's Services
1340 Centre Street
Newton Centre, MA 02459
Contact: Marjorie Sokoll
Phone: 617-558-1278
email: msokoll@jfcsboston.org

Synagogue Council of Massachusetts
The council can provide assistance in locating a synagogue.
1320 Centre Street
Newton Centre, MA 02459
Phone: 617-244-6506
FAX: 617-964-7055
email: info@synagoguecouncil.org
website: www.synagoguecouncil.org

Protestant denominations

Massachusetts Council of Churches
14 Beacon Street Suite 416
Boston, Ma 02108-3760
Phone: 617-523-2771
email: council@masscouncilofchurches.org
website: www.masscouncilofchurches.org

Cultural Traditions and Language Barriers: Improving Communications

Many people find it difficult to communicate their expectations, fears, and beliefs as they cope with traumatic issues regarding end of life care. Whether you have a life-threatening condition or you have a loved one who is dying, you may feel that the healthcare and other service providers with whom you are involved are not understanding or respecting your concerns. If English is not your primary language, or you have religious or cultural beliefs and traditions that are not well understood or accepted by the providers, you may feel even more isolated.

For these reasons, it is a good idea to begin conversations with your healthcare providers by helping them understand your beliefs and feelings about care at the end of life. This is the best way to be sure that your doctors can respect your wishes and help you make the decisions that are right for you and your family.

Because each of us comes with our own religious, cultural, and family beliefs and practices, even a healthcare provider who is trying to give the best care possible may be unaware of conflicts with your traditions and beliefs. The provider may be creating problems without knowing why. This is why it is important to tell your doctor or other provider your expectations about treatment and care.

By saying, "in our culture, we usually care for our dying parents by...." and explaining your expectations, you open the door for the provider to gain a better understanding of how to be responsive to your concerns. If the provider is discussing treatments or options that you do not understand, ask him or her to explain it again in a different way.

You might also want to tell your provider something about the following issues:

- How do you and your family wish to make decisions about your care (for example, you alone, together as a family, the family making the decision on your behalf)?
- Who would you like the provider to speak with about diagnoses, test results and treatment options?
- Do you or your family have any fears about doctors or medical procedures, or any experiences that may concern you?
- Does your family have any religious or cultural beliefs about medicine or medical procedures that you feel your provider may not know about?

If you continue to feel that communication with the provider is difficult, or that your wishes and beliefs are not being taken into consideration, find a supportive person to help in the discussion. Most hospitals and many other agencies have social workers that can act as a patient advocate. Asking a clergy member or the hospital chaplain of your faith to join in the discussion may be another option.

Cultural and Religious Traditions



Language Barriers



For health and supportive services, request that the services be provided in your primary language. Federal civil rights law requires agencies that receive public funding to provide interpreter services.

Many hospitals and other large agencies have staff fluent in the languages most commonly spoken in their communities, or have on-call interpreters available as needed. If there is no interpreter available for a certain language, any health or supportive service agency should be able to provide telephone interpretation through a telephonic interpreter service.

Having a trained interpreter present when you speak with your provider can help to avoid misunderstandings and confusion that can make a difficult process even harder. The interpreter can help in making sure that you and the provider understand each other completely. A trained medical interpreter will not feel uncomfortable or embarrassed, as a family member might.

It is not appropriate for the agency to expect you to bring a friend or family member to interpret. While some patients may prefer that an English-speaking family member or friend also be present, you should always have the option to speak confidentially to your healthcare provider. In any case, it is preferable to avoid having a minor (under age 18) child interpret on behalf of a parent or other older relative.

RESOURCES

Office of Minority Health
Department of Public Health
250 Washington St.
Boston, MA 02108
Phone: 617-624-6000
TTY: 617-624-6001
website: www.state.ma.us/dph/omh/omh.htm

Cities and Towns
by Region

Regional Directory

Boston

Central

Metrowest

Northeast

Southeast

Western

Statewide Resources



Service Icons



Alzheimer's/Dementia



Information and Referral



Bereavement



Language/Interpreter Services



Children



Legal



Complementary Health



Palliative Care



Education



Respite Care



Financial



Specialized Medical



Funeral Planning



Spirituality



Home Support



Support Group/Counseling



Hospice



Transportation/Lodging

Cities and Towns by Region

BOSTON

Boston
Brookline
Chelsea
Revere
Winthrop

CENTRAL

Ashburnham	Harvard	Rutland
Ashby	Holden	Shirley
Auburn	Holland	Shrewsbury
Ayer	Hopedale	Southbridge
Barre	Hubbardston	Spencer
Bellingham	Lancaster	Sterling
Berlin	Leicester	Sturbridge
Blackstone	Leominster	Sutton
Bolton	Lunenburg	Templeton
Boylston	Medway	Townsend
Brookfield	Mendon	Upton
Charlton	Milford	Uxbridge
Clinton	Millbury	Wales
Douglas	Millville	Warren
Dudley	New Braintree	Webster
East Brookfield	North Brookfield	West Boylston
Fitchburg	Northbridge	West Brookfield
Franklin	Oakham	Westminster
Gardner	Oxford	Winchendon
Grafton	Paxton	Worcester
Groton	Pepperell	
Hardwick	Princeton	

METROWEST

Acton	Hudson	Scituate
Arlington	Hull	Sharon
Ashland	Lexington	Sherborn
Bedford	Lincoln	Somerville
Belmont	Littleton	Southborough
Boxborough	Marlborough	Stow
Braintree	Maynard	Sudbury
Burlington	Medfield	Walpole
Cambridge	Millis	Waltham
Canton	Milton	Watertown
Carlisle	Natick	Wayland
Cohasset	Needham	Wellesley
Concord	Newton	Westborough
Dedham	Norfolk	Weston
Dover	Northborough	Westwood
Foxborough	Norwell	Weymouth
Framingham	Norwood	Wilmington
Hingham	Plainville	Winchester
Holliston	Quincy	Woburn
Hopkinton	Randolph	Wrentham

NORTHEAST

Amesbury	Lawrence	Peabody
Andover	Lowell	Reading
Beverly	Lynn	Rockport
Billerica	Lynnfield	Rowley
Boxford	Malden	Salem
Chelmsford	Manchester-by-the-Sea	Salisbury
Danvers	Marblehead	Saugus
Dracut	Medford	Stoneham
Dunstable	Melrose	Swampscott
Essex	Merrimac	Tewksbury
Everett	Methuen	Topsfield
Georgetown	Middleton	Tyngsborough
Gloucester	Nahant	Wakefield
Groveland	Newbury	Wenham
Hamilton	Newburyport	West Newbury
Haverhill	North Andover	Westford
Ipswich	North Reading	

SOUTHEAST

Abington	Fall River	Pembroke
Acushnet	Falmouth	Plymouth
Aquinnah	Freetown	Plympton
Attleborough	Gosnold	Provincetown
Avon	Halifax	Raynham
Barnstable	Hanover	Rehoboth
Berkley	Hanson	Rochester
Bourne	Harwich	Rockland
Brewster	Holbrook	Sandwich
Bridgewater	Kingston	Seekonk
Brockton	Lakeville	Somerset
Carver	Mansfield	Stoughton
Chatham	Marion	Swansea
Chilmark	Marshfield	Taunton
Dartmouth	Mashpee	Tisbury
Dennis	Mattapoisett	Truro
Dighton	Middleborough	Wareham
Duxbury	Nantucket	Wellfleet
East Bridgewater	New Bedford	West Bridgewater
Eastham	North Attleborough	West Tisbury
Easton	Norton	Westport
Edgartown	Oak Bluffs	Whitman
Fairhaven	Orleans	Yarmouth

WESTERN

Athol	East Longmeadow	Leverett
Adams	Easthampton	Leyden
Agawam	Egremont	Longmeadow
Alford	Erving	Ludlow
Amherst	Florida	Middlefield
Ashfield	Gill	Monroe
Becket	Goshen	Monson
Belchertown	Granby	Montague
Bernardston	Granville	Monterey
Blandford	Great Barrington	Montgomery
Brimfield	Greenfield	Mount Washington
Buckland	Hadley	New Ashford
Charlemont	Hampden	New Marlborough
Cheshire	Hancock	New Salem
Chester	Hatfield	North Adams
Chesterfield	Hawley	Northampton
Chicopee	Heath	Northfield
Clarksburg	Hinsdale	Orange
Colrain	Holyoke	Otis
Conway	Huntington	Palmer
Cummington	Lanesborough	Pelham
Dalton	Lee	Peru
Deerfield	Lenox	Petersham

WESTERN (continued)

Phillipston	South Hadley	West Springfield
Pittsfield	Southampton	West Stockbridge
Plainfield	Southwick	Westfield
Richmond	Springfield	Westhampton
Rowe	Stockbridge	Whately
Royalston	Sunderland	Wilbraham
Russell	Tolland	Williamsburg
Sandisfield	Tyringham	Williamstown
Savoy	Ware	Windsor
Sheffield	Warwick	Worthington
Shelburne	Washington	
Shutesbury	Wendell	

ALPHABETICAL LISTING OF CITIES AND TOWNS

Abington	Southeast	Brimfield	Western
Acton	Metrowest	Brockton	Southeast
Acushnet	Southeast	Brookfield	Central
Adams	Western	Brookline	Boston
Agawam	Western	Buckland	Western
Alford	Western	Burlington	Metrowest
Amesbury	Northeast	Cambridge	Metrowest
Amherst	Western	Canton	Metrowest
Andover	Northeast	Carlisle	Metrowest
Aquinnah	Southeast	Carver	Southeast
Arlington	Metrowest	Charlemont	Western
Ashburnham	Central	Charlton	Central
Ashby	Central	Chatham	Southeast
Ashfield	Western	Chelmsford	Northeast
Ashland	Metrowest	Chelsea	Boston
Athol	Western	Cheshire	Western
Attleborough	Southeast	Chester	Western
Auburn	Central	Chesterfield	Western
Avon	Southeast	Chicopee	Western
Ayer	Central	Chilmark	Southeast
Barnstable	Southeast	Clarksburg	Western
Barre	Central	Clinton	Central
Becket	Western	Cohasset	Metrowest
Bedford	Metrowest	Colrain	Western
Belchertown	Western	Concord	Metrowest
Bellingham	Central	Conway	Western
Belmont	Metrowest	Cummington	Western
Berkley	Southeast	Dalton	Western
Berlin	Central	Danvers	Northeast
Bernardston	Western	Dartmouth	Southeast
Beverly	Northeast	Dedham	Metrowest
Billerica	Northeast	Deerfield	Western
Blackstone	Central	Dennis	Southeast
Blandford	Western	Dighton	Southeast
Bolton	Central	Douglas	Central
Boston	Boston	Dover	Metrowest
Bourne	Southeast	Dracut	Northeast
Boxborough	Metrowest	Dudley	Central
Boxford	Northeast	Dunstable	Northeast
Boylston	Central	Duxbury	Southeast
Brantree	Metrowest	East Bridgewater	Southeast
Brewster	Southeast	East Brookfield	Central
Bridgewater	Southeast	East Longmeadow	Western

Eastham	Southeast	Leverett	Western
Easthampton	Western	Lexington	Metrowest
Easton	Southeast	Leyden	Western
Edgartown	Southeast	Lincoln	Metrowest
Egremont	Western	Littleton	Metrowest
Erving	Western	Longmeadow	Western
Essex	Northeast	Lowell	Northeast
Everett	Northeast	Ludlow	Western
Fairhaven	Southeast	Lunenburg	Central
Fall River	Southeast	Lynn	Northeast
Falmouth	Southeast	Lynnfield	Northeast
Fitchburg	Central	Malden	Northeast
Florida	Western	Manchester-by-the-Sea	Northeast
Foxborough	Metrowest	Mansfield	Southeast
Framingham	Metrowest	Marblehead	Northeast
Franklin	Central	Marion	Southeast
Freetown	Southeast	Marlborough	Metrowest
Gardner	Central	Marshfield	Southeast
Georgetown	Northeast	Mashpee	Southeast
Gill	Western	Mattapoisett	Southeast
Gloucester	Northeast	Maynard	Metrowest
Goshen	Western	Medfield	Metrowest
Gosnold	Southeast	Medford	Northeast
Grafton	Central	Medway	Central
Granby	Western	Melrose	Northeast
Granville	Western	Mendon	Central
Great Barrington	Western	Merrimac	Northeast
Greenfield	Western	Methuen	Northeast
Groton	Central	Middleborough	Southeast
Groveland	Northeast	Middlefield	Western
Hadley	Western	Middleton	Northeast
Halifax	Southeast	Milford	Central
Hamilton	Northeast	Millbury	Central
Hampden	Western	Millis	Metrowest
Hancock	Western	Millville	Central
Hanover	Southeast	Milton	Metrowest
Hanson	Southeast	Monroe	Western
Hardwick	Central	Monson	Western
Harvard	Central	Montague	Western
Harwich	Southeast	Monterey	Western
Hatfield	Western	Montgomery	Western
Haverhill	Northeast	Mount Washington	Western
Hawley	Western	Nahant	Northeast
Heath	Western	Nantucket	Southeast
Hingham	Metrowest	Natick	Metrowest
Hinsdale	Western	Needham	Metrowest
Holbrook	Southeast	New Ashford	Western
Holden	Central	New Bedford	Southeast
Holland	Central	New Braintree	Central
Holliston	Metrowest	New Marlborough	Western
Holyoke	Western	New Salem	Western
Hopedale	Central	Newbury	Northeast
Hopkinton	Metrowest	Newburyport	Northeast
Hubbardston	Central	Newton	Metrowest
Hudson	Metrowest	Norfolk	Metrowest
Hull	Metrowest	North Adams	Western
Huntington	Western	North Andover	Northeast
Ipswich	Northeast	North Attleborough	Southeast
Kingston	Southeast	North Brookfield	Central
Lakeville	Southeast	North Reading	Northeast
Lancaster	Central	Northampton	Western
Lanesborough	Western	Northborough	Metrowest
Lawrence	Northeast	Northbridge	Central
Lee	Western	Northfield	Western
Leicester	Central	Norton	Southeast
Lenox	Western	Norwell	Metrowest
Leominster	Central	Norwood	Metrowest

Regional Directory

Oak Bluffs	Southeast	Sturbridge	Central
Oakham	Central	Sudbury	Metrowest
Orange	Western	Sunderland	Western
Orleans	Southeast	Sutton	Central
Otis	Western	Swampscott	Northeast
Oxford	Central	Swansea	Southeast
Palmer	Western	Taunton	Southeast
Paxton	Central	Templeton	Central
Peabody	Northeast	Tewksbury	Northeast
Pelham	Western	Tisbury	Southeast
Pembroke	Southeast	Tolland	Western
Pepperell	Central	Topsfield	Northeast
Peru	Western	Townsend	Central
Petersham	Western	Truro	Southeast
Phillipston	Western	Tyngsborough	Northeast
Pittsfield	Western	Tyringham	Western
Plainfield	Western	Upton	Central
Plainville	Metrowest	Uxbridge	Central
Plymouth	Southeast	Wakefield	Northeast
Plympton	Southeast	Wales	Central
Princeton	Central	Walpole	Metrowest
Provincetown	Southeast	Waltham	Metrowest
Quincy	Metrowest	Ware	Western
Randolph	Metrowest	Wareham	Southeast
Raynham	Southeast	Warren	Central
Reading	Northeast	Warwick	Western
Rehoboth	Southeast	Washington	Western
Revere	Boston	Watertown	Metrowest
Richmond	Western	Wayland	Metrowest
Rochester	Southeast	Webster	Central
Rockland	Southeast	Wellesley	Metrowest
Rockport	Northeast	Wellfleet	Southeast
Rowe	Western	Wendell	Western
Rowley	Northeast	Wenham	Northeast
Royalston	Western	West Boylston	Central
Russell	Western	West Bridgewater	Southeast
Rutland	Central	West Brookfield	Central
Salem	Northeast	West Newbury	Northeast
Salisbury	Northeast	West Springfield	Western
Sandisfield	Western	West Stockbridge	Western
Sandwich	Southeast	West Tisbury	Southeast
Saugus	Northeast	Westborough	Metrowest
Savoy	Western	Westfield	Western
Scituate	Metrowest	Westford	Northeast
Seekonk	Southeast	Westhampton	Western
Sharon	Metrowest	Westminster	Central
Sheffield	Western	Weston	Metrowest
Shelburne	Western	Westport	Southeast
Sherborn	Metrowest	Westwood	Metrowest
Shirley	Central	Weymouth	Metrowest
Shrewsbury	Central	Whately	Western
Shutesbury	Western	Whitman	Southeast
Somerset	Southeast	Wilbraham	Western
Somerville	Metrowest	Williamsburg	Western
South Hadley	Western	Williamstown	Western
Southampton	Western	Wilmington	Metrowest
Southborough	Metrowest	Winchendon	Central
Southbridge	Central	Winchester	Metrowest
Southwick	Western	Windsor	Western
Spencer	Central	Winthrop	Boston
Springfield	Western	Woburn	Metrowest
Sterling	Central	Worcester	Central
Stockbridge	Western	Worthington	Western
Stoneham	Northeast	Wrentham	Metrowest
Stoughton	Southeast	Yarmouth	Southeast
Stow	Metrowest		



Boston Region

Check the Statewide Resources section for additional listings

BOSTON

APDA — American Parkinson's Disease Association

Boston Medical Center
720 Harrison Avenue, Suite 707
Boston, MA 02118

Contact:
Faye Winson, President
Phone: 617-638-8466

We provide information and referral to assist patients and families with all aspects of advanced Parkinson's Disease.

Services provided:



Including
Lending
Library

Beacon Hospice

529 Main Street, 1M7
Boston, MA 02129

Contact:
Betty Brennan, CEO
Phone: 617-242-4872
FAX: 617-241-2880

Services provided:



Cape Verdian,
French,
Haitian/Creole,
Russian

Regional Directory

Beth Israel Deaconess Medical Center

330 Brookline Avenue
Boston, MA 02115

BIDMC Palliative Care Consult service provides comprehensive, interdisciplinary care for patients with life threatening illness and their families. The service addresses issues of pain and symptom management, end-of-life care issues such as health care proxy, advance care directives, and discussions to determine plan of care. The consult service works in collaboration with case management and social service to achieve seamless transitions from the hospital to the home, skilled nursing facility, rehab or hospice. Bereavement support is also available.

Services provided:



including
Lending
Library

Boston Medical Center

One Boston Medical Center Place
Boston, MA 02118-2393

Boston Medical Center is a private, not for profit, 547 licensed bed academic medical center located in Boston's historic South End. The hospital is the primary teaching affiliate for Boston University School of Medicine. Emphasizing community based care, Boston Medical Center with its mission to provide consistently accessible health services to all is the largest safety net hospital in New England. Boston Medical Center provides a full spectrum of pediatric and adult care services from primary care to advanced specialty care including Geriatrics, Cancer Care, and Pain Management.

Services provided:



Most languages
spoken/interpreter
services

Language:

ASL, Italian, Japanese, Arabic, Laotian, Cambodian, Cape Verdian, Chinese, Portuguese, Spanish, German, Russian, French, Haitian/Creole, Vietnamese

Contact:

Lachlan Forrow, MD/Director
Phone: 617-667-1320

Boston Senior Home Care

110 Chauncy St.
Boston, MA 02111

Boston Senior Home Care is a nonprofit agency that provides information and referral and case management services to low income, frail, homebound elders. The agency's case managers assess an elder's needs and purchase a range of in home support services such as home-making, personal care, home delivered meals, personal emergency response systems, and adaptive equipment to meet those needs. The agency provides caregiver support through free seminars, support groups and a care advisor service. All services can be accessed by calling Boston ElderINFO at 617-292-6211.

Services provided:



Referral
(617-292-6211)

Contact:

Boston ElderINFO
Phone: 617-292-6211

website: www.elderinfo.org

Caritas Good Samaritan Hospice

310 Allston Street
Brighton, MA 02135

Caritas Good Samaritan Hospice, founded in 1982, is celebrating its twentieth year of providing hospice care to the terminally ill. As a member of the Caritas Christi Health Care System, we provide hospice services to over sixty communities within the Greater Boston area.

Bereavement Support Groups are offered to children and adults.

Services provided:



Interpreter
Services (as
needed)

Contact:

Marybeth McCormack, Assistant Director
Phone: 617-566-6242
FAX: 617-566-3055

website: www.cchcs.org

Regional Directory

Carney Hospital

2100 Dorchester Avenue
Dorchester, MA 02124

Carney Hospital is a community teaching hospital serving the Dorchester, Hyde Park, Mattapan, and South Boston neighborhoods, as well as the communities of Braintree, Milton, Quincy, Randolph and Weymouth. A member of the Caritas Christi Health Care System, Carney Hospital is committed to the holistic care of patients and their loved ones. Staff are skilled in pain management and symptom control, and the emotional and spiritual care of patients and families is integral to the care provided. Bereavement follow-up support and grief groups are offered to bereaved loved ones and to the general community.

Services provided:



(See above)

Catholic Charities Archdiocese of Boston

75 Kneeland Street, 8th floor
Boston, MA 02111-1931

Languages:

Albanian, Arabic, ASL, Cambodian, Cape Verdian, French, German, Greek, Haitian/Creole, Polish, Portuguese, Spanish, Vietnamese

Services provided:



(See above)

Central Boston Elder Services

812 Huntington Ave
Boston, MA 02115

Services provided:



Languages:

ASL, Amharic/Tigrinya, Arabic, Cape Verdian, Chinese, French, German, Greek, Haitian/Creole, Polish, Portuguese, Russian, Spanish, Vietnamese

Contact:

Phone: 617-296-4000
FAX: 617-296-9513

website: www.carneyhospital.org

Contact:

Patricia Dunn, Director Parish Social Ministry
Phone: 617-482-5440
FAX: 617-451-0337

website: www.ccab.org

Contact:

Renee Parris Brown, Director of Program Management
Phone: 617-277-7416
FAX: 617-277-2005

website: www.centralboston.org

Chelsea Revere Winthrop Home Care

300 Broadway
PO Box 189
Revere, MA 02151

Phone: 781-286-0550
FAX: 781-286-8831

Services provided:

**Chelsea Soldiers Home**

91 Crest Avenue
Chelsea, MA 02150

The Chelsea Soldiers' Home/Quigley Memorial Hospital is a state run Veterans' Hospital with acute, long term care, and dormicillary units. Eligible veterans are provided a dorm style room with full meal service. As Veterans need more care, they may progress to supervised programs with 24 hour nursing care or may become eligible for Skilled Nursing Care placement on one of the eight inpatient skilled nursing units. We also have a secure

Alzheimer's and Dementia Unit. End of Life care planning is multidisciplinary and individualized to meet the varied needs of the resident. Services offered onsite include pharmaceutical, occupational therapy, physical therapy, chaplain services, social services, recreation therapy, and on-site medical services with an active outpatient department with varied clinics.

Contact:
Sandra Akers, MS, RN
Phone: 617-884-5660
FAX: 508-573-3986

Services provided:

**Children's Hospital, Boston & Dana-Farber Cancer Institute**

DFCI, 44 Binney Street
Boston, MA 02115

The Pediatric Advanced Care Team (PACT) is a pediatric palliative care consult service with members from Children's Hospital, Boston and Dana-Farber Cancer Institute. Our goals are to assist the primary health care team, families and children with any type of advanced illness. We support treatment of the underlying illness and at the same time strive for optimal quality of life.

Contact:
Joanne Wolfe, MD, MPH
Phone: 617-355-6000

website: www.childrenshospital.org

Services provided:



Regional Directory

Commission on Affairs of the Elderly

One City Hall Plaza
Boston, MA 02201

The Commission is the designated Council on Aging for Boston, administers federal Title III funds, operates the Veronica B. Smith Multiservice Senior Center in Brighton, and provides some direct services to older Boston residents and their caregivers.

Services provided:



Contact:

Robert Ormsby, Deputy Commissioner

Phone: 617-635-4366

FAX: 617-635-3213

website: www.cityofboston.gov/elderlyma

Dana-Farber Cancer Institute

44 Binney Street
Boston, MA 02115

Pain and Palliative Care Program at the Dana-Farber Cancer Institute - With a focus on helping patients & families have the best quality of life, the Pain & Palliative Care Program specializes in the management of pain and other physical, emotional, social, and spiritual concerns that patients and their families face as they cope with a life-threatening illness.

Services provided:



Referral
(617-632-
6464)

Most languages
spoken/interpre-
ter services



Handicap Services:
617-632-3435

Department of Veteran's Services

239 Causeway Street, Suite 100
Boston, MA 02114

The mission of the Department of Veterans' Services is to advocate on behalf of all the Commonwealth's veterans and provide them with quality support services and to direct an emergency financial assistance program for those veterans and their dependents who are in need.

State Benefits are available in the following areas: Chapter 115 Benefits (provides financial assistance to veterans in need with food, housing, clothing, employment and medical and burial assistance), Bonuses, Property Tax, Sales and Excise Tax, Massachusetts Veterans' Cemeteries, VA National Cemetery, Annuities, Public Housing, Employment, Veterans' License Plates, Women Veterans Network, Record Retention, Educational Assistance, Soldiers' Homes, Outreach, and Housing Services (including Homeless Prevention, Emergency Shelters, Transitional Housing and Permanent Housing).

Services provided:



State Veteran
Cemeteries



Veterans
Outreach
Centers



Contact:

E. Fowler
Phone: 617-727-3578
FAX: 617-727-5903

website: www.state.ma.us/veterans

HealthCare Dimensions Hospice

764 Main Street
Waltham, MA 02451

HealthCare Dimensions provides comprehensive medical, psychosocial and spiritual care to adult and pediatric patients with terminal illness who reside in Boston and its suburbs. Bereavement services, including grief counseling, support groups and memorial services, are available to families for 13 months following the death of an adult patient and three years following the death of an infant, child or teen.

Services provided:



Including
Lending
Library



Including
Pediatric
Hospice



Referral
(781-894-
1100)



Spanish



Contact: information

Phone: 781-894-1100
FAX: 781-736-0908

website: www.hcdhospice.org

Regional Directory

Dorchester House Multi-Service Center

1353 Dorchester Ave.
Dorchester, MA 02122

Services provided:



Spanish,
Vietnamese

Contact:

Ira Schlosser, Director of Planning and Development
Phone: 617-288-3230
FAX: 617-825-4972

website: www.dorchesterhouse.org

Elder Service Plan of the East Boston Neighborhood Health Center

10 Gove Street
E. Boston, MA 02128

The Elder Service Plan of the East Boston Neighborhood Health Center (ESP) is a community-based program that offers a complete range of health and health-related services designed to keep frail elders living in the community for as long as possible. Coordinated care is planned and provided by a multidisciplinary team of providers that includes physician, nurse practitioner, nurses, social workers, rehabilitation and recreation therapists, health

aides and others. Working in partnership with each participant and their caregivers, the teams create individually designed care plans to best meet the needs of each person enrolled in ESP.

Languages:

Cambodian, Cape Verdian, Chinese, Haitian, Creole, Italian, Portuguese, Russian, Spanish, Vietnamese, other through interpreter services

Contact:

Amy Goldberg and Linda Wasserman, Geriatric Intake Liaison Nurses
Phone: 617-568-4602
FAX: 617-568-6419

Services provided:



Fenway Community Health Center

7 Haviland Street
Boston, MA 02215

Fenway provides high quality health care that is not only sensitive to the unique needs of gay, lesbian, bisexual, and transgender individuals, but also sensitive to the needs of its diverse neighbors. Fenway provides support groups around life threatening conditions such as HIV, and also provides support groups for lesbians with cancer. Fenway is a comfortable place for anyone who values a supportive, non-judgmental health care environment.

Services provided:



Handicap Services:

TTY service: 617-859-1256

Contact:

Aaron Miller
Phone: 617-267-0900

website: www.fenwayhealth.org

Geiger Gibson Community Health Center

250 Mount Vernon Street
Dorchester, MA 02125

The Geiger Gibson Community Health Center offers expert and compassionate primary care, along with Behavioral Health services, both in the office and in the home. We are a specialized HIV service as well. Our providers speak Spanish as well as English.

Services provided:



Spanish

Good Grief Program

1 BMC Place, MAT 5
Boston, MA 02118

The Good Grief Program provides workshops for schools, parents and community groups, crisis intervention and development of a crisis protocol to help children develop coping skills around death, dying and loss. The CIRCLE, a project of The Good Grief Program, provides a comprehensive family bereavement support program after the death of a loved one. The CIRCLE has

Services provided:



Hallmark Health Hospice

100 Hospital Road
Malden, MA 02148

Hallmark Health Hospice has been serving the communities of north suburban Boston for eighteen years. It became a Medicare certified hospice in 1983. The hospice services more than 23 communities. In addition to the traditional hospice services, hospice contracts with The Huggins Center for Alternative Therapies to provide non-pharmacological comfort measures.

Services provided:



Interpreter
services as
needed

Contact:

Brian Toomey, Executive Director
Phone: 617-288-1140
FAX: 617-288-3910

programs in Dorchester, Jamaica Plain, Hingham and a CIRCLE for families who had a loved one die on Sept. 11th. We also provide Heart to Heart consultations at Boston Medical Center. Heart to Heart is a free one hour psycho-educational approach for adults to help their children before or after the loss of a loved one.

Contact:

Maria Trozzi, Director
Phone: 617-414-4005
FAX: 617-414-7195

website: www.hallmarkhealth.org

Regional Directory

Harvard Vanguard Medical Associates, Palliative and Supportive Medicine Program

133 Brookline Ave, #6115
Boston, MA 02215

The Harvard Vanguard Palliative and Supportive Medicine Program provides care for patients who are Harvard Vanguard members and are in the late stages of ANY life-limiting illness. Our interdisciplinary team works with you and your other care providers to address such issues as alleviation of physical pain and other symptoms, opening up communication between patients and their care providers and within families, assisting with decisions around artificial nutrition and hydration, and assisting with psychosocial and financial issues. We see patients at the Brigham and Women's, Faulkner, and Mount Auburn Hospitals as well as at HVMA practice sites, at long-term care facilities, and at patient's homes. Our goal is to provide compassionate, comfort-focused care.

Services provided:



Hebrew Rehabilitation Center for Aged

1200 Center Street
Boston, MA 02131

The Hebrew Rehabilitation Center for Aged operates a 720-bed long-term care facility and a 21-bed skilled nursing facility on its Roslindale campus, a continuing care retirement community (Orchard Cove) in Canton, and senior housing in Revere (Satter House) and Randolph (Trilling House). Residents at the Roslindale site have available to them geriatricians as primary care physicians, an interdisciplinary Palliative Care Team, and an Ethics Consultation Service. A Rabbi and Chaplain provide pastoral care.

Services provided:



Russian

Contact:

Gail Gazelle, MD Director, Palliative and Supportive Medicine Program
Phone: 617-421-6760

website: www.hebrewrehab.org

Hospice of Boston/Greater Brockton

500 Belmont Street, Suite 215
Brockton, MA

Since 1979 Hospice of Boston and Greater Brockton has been providing hospice care to Adult and Pediatric terminally ill patients and their families. Hospice of Boston and Greater Brockton is a licensed Medicare and Medicaid certified program, accredited by the Joint Commission and serving the cities and towns in Plymouth, Bristol, Norfolk, and Suffolk Counties.

Services provided:



Including
Lending
Library



Including
Pediatric
Hospice



Contact:
Ruth Capernaros, President, CEO, Patricia Shea, RN
CHPN
Phone: 508-583-0383
FAX: 508-583-1193

website: www.hospiceboston-brockton.com

BOSTON

Hospice and Palliative Care Federation of MA

1420 Providence Highway
Norwood, MA 02062

The Hospice & Palliative Care Federation of MA is a non-profit membership organization of the 40 hospices in the state as well as other organizations and individuals interested in the advancement and promotion of excellence in end of life care. The Federation provides

education and technical assistance, public awareness activities, and information and referrals to the public, health care professionals, and patients and families.

Contact:

Rigney Cunningham, Executive Director
Phone: 781-255-7077
FAX: 781-255-7078

email: hospicefed@aol.com
website: www.hospicefed.org

Services provided:



Including
Lending
Library

Jewish Memorial Hospital and Rehabilitation Center

59 Townsend Street
Boston, MA 02119

Languages:

Albanian, Cambodian, Cape Verdian, Chinese,
Haitian/Creole, Russian, Spanish

Contact:

Dianne Simmons, Administrative Assistant
Phone: 617-442-8760
FAX: 617-989-8207

website: www.jmhrc.com

Services provided:



(See above)

Lighthouse Nursing Care Center

204 Proctor Ave
Revere, MA 02151

Lighthouse Nursing Care Center is a 123-bed skilled nursing facility that specializes in end of life services. Our staff has been specially trained to meet the unique needs of these patients and their families. We also

Services provided:



Contracts
with
licensed
hospice

provide short-term rehabilitation and skilled nursing services. We also have a specialized unit for the care of patients with Alzheimer's Disease and related dementias.

Contact:

Roger Marks, Administrator
Phone: 781-286-3100
FAX: 781-286-4109

Mary Ellen McCormack Community Health Center

10 Logan Way
South Boston, MA 02127

The Mary Ellen McCormack Health Center offers expert and compassionate primary care, along with Behavioral Health services, both in the office and in the home. We are a specialized HIV service as well. Our providers speak Spanish as well as English.

Services provided:



Spanish

Contact:

Dr. Michael Folino
Phone: 617-288-3119

Massachusetts Commission for the Blind

88 Kingston Street
Boston, MA 02111-2227

The Massachusetts Commission for the Blind provides a wide array of rehabilitation and support services to many thousands of blind Massachusetts residents annually. Because the great majority of blind consumers in the Commonwealth are 65 years of age and above, we frequently and coincidentally encounter end-of-life issues with those we serve.

Services provided:



Spanish

Contact:

Cheryl Standley
Phone: 617-727-5550
FAX: 617-626-7685

website: www.state.ma.us/mcb

Massachusetts Executive Office of Elder Affairs

One Ashburton Place
Boston, MA 02108

Elder Affairs directs services to approximately 40,000 elders through the state funded Home Care Program, administers social and nutrition services under the Older Americans Act and fulfills advocacy, planning and policy functions on behalf of the 1.1 million elders of the Commonwealth.

The Executive Office of Elder Affairs is responsible for the development and management of comprehensive

community based programs that help to ensure the dignity and independence of elderly persons. Elder Affairs provides state and federally funded services to frail Massachusetts elders and their caregivers. Service delivery is coordinated through a network of 27 Aging Services Access Points.

Contact:
Phone: 800-882-2003
FAX: 617-727-9368

website: www.800ageinfo.org

Services provided:



Massachusetts General Hospital

55 Fruit Street
Boston, MA 02114

Contact:
Social Service Department
Phone: 617-726-2000

website: www.mgh.harvard.edu

Services provided:



Massachusetts General Hospital Palliative Care Service

FND 600
55 Fruit Street
Boston, MA 02114

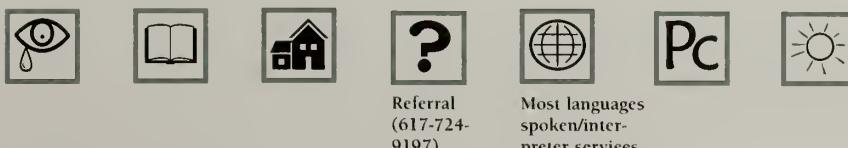
The Massachusetts General Hospital (MGH) Palliative Care Service is a medical support program that provides comprehensive care to patients and their families facing a life-threatening or terminal illness. The focus of care is to support the medical, psychosocial, and spiritual needs of the patient and family. A hospital-based team includes

physicians, a nurse practitioner, and clinical social worker, a part-time chaplain, and a bereavement and volunteer coordinator. The Palliative Care Team sees patients in a variety of settings, such as inpatient, outpatient, and home to provide pain and symptom management, support for end-of-life decisions and planning, counseling, post hospital care planning, and bereavement follow-up.

Phone: 617-724-9197
FAX: 617-724-8693

website: www.massgeneral.org/palliativecare/

Services provided:



North End Community Health Center

332 Hanover Street
Boston, MA 02113

Contact:
Cheryl Godbout, LiCSW
Phone: 617-742-9570
FAX: 617-742-3676

A multi-service community health center featuring a full continuum of care.

Services provided:



Italian

Office of AIDS Ministry, Archdiocese of Boston

75 Kneeland Street, 8th Floor
Boston, MA 02111

Contact:
Sister Zita Fleming, CSJ, Archdiocesan Director
Phone: 617-451-7931
FAX: 617-451-0337

Services provided:



(Haitian/Creole,
Spanish)

Office of Health Care Ministry

736 Cambridge Street
Boston, MA 02135

Contact:
Jean Marchant, Director
Phone: 617-789-2457
FAX: 617-789-2573

website: www.rcab.org/healthcare/HealthHome.html

The Office of Health Care Ministry for the Roman Catholic Archdiocese of Boston supports the pastoral outreach of 365 local parishes and supports the work of over 100 catholic chaplains in health care institutions.

Services provided:



Social Work Therapy Referral Service

14 Beacon Street
Boston, MA 02108

The Social Work Therapy Referral Service is a free, confidential telephone referral service serving most cities of Massachusetts. We provide professional, personalized counseling referrals matched for location, specialty and insurance or fee requirements. We'll help you find a skilled individual, family, or group therapist—and we'll continue to work with you until you find the right

Services provided:



South End Community Health Center

1601 Washington Street
Boston, MA 02118

Languages:
ASL, Cape Verdian, Haitian/Creole, Italian, Spanish

Services provided:



(See above)

St. Elizabeth's Medical Center

736 Cambridge Street
Brighton, MA 02135-2997

Languages:
Cambodian, Haitian/Creole, Russian, Spanish, Vietnamese

Services provided:



(See above)

match. We are a public service of the Massachusetts Chapter of the National Association of Social Workers.

We cover all of Eastern Mass down to the Cape and west to Worcester, and we cover the Pioneer Valley towns of Northampton, Amherst, West Springfield, Greenfield, etc.

Contact:

Barbara Kaplan, LICSW
Phone: 800-242-9794

website: www.therapymatcher.org

Contact:

Elba Ecleland, Director
Phone: 617-425-2000
Fax: 617-425-2080

website: www.sechc.org

Contact:

Catherine O'Connor, CSP, Ph.D.
Phone: 617-789-3000
FAX: 617-789-3007

website: www.cchcs.org

Tufts-New England Medical Center

750 Washington Street, #294
Boston, MA 02111

Tufts-New England Medical Center and its Floating Hospital for Children offer state-of-the-art medical care for adults and children with a patient-centered philosophy. Tufts-NEMC and the Floating Hospital are the primary adult and pediatric teaching hospitals of Tufts University School of Medicine. Care in every major specialty and subspecialty is delivered with an integrated, interdisciplinary approach. Tuft-NEMC provides care for the whole patient — his or her emotional as well as medical needs - and is committed to the continuum of care from birth to death.

Services provided:



Including
Lending
Library

40 languages
spoken/interpre-
ter services

Contact:
Joan Fallon, VP of External Affairs
Phone: 617-636-5000
FAX: 617-636-4269

website: www.nemc.org



Central Region

Check the Statewide Resources section for additional listings

American Cancer Society Hope Lodge

7 Oak Street
Worcester, MA 01609-2544

Contact:

Paul Newton, Director
Phone: 508-792-2985
FAX: 508-573-3986

Services provided:



Bringing Elder Care Home, LLC

52 Holden Street
Worcester, MA 01605

Bringing Elder Care Home LLC provides employers and community organizations with publications, training, and consulting assistance on balancing the demands of elder care and work. Our expert staff delivers engaging seminars on such topics as End of Life Issues in the Workplace, Elder Care and Work: Finding the Balance, and Management Seminar: Win-Win Solutions in

Balancing Elder Care and Work. Our new book "Elder Care: A Six Step Guide to Balancing Work and Family" enhances productivity for the employer and quality of life for the employee caregiver. Visit us at www.bringingeldercarehome.com or call (508) 8754-0431.

Contact:

John Paul Marosy
Phone: 508-854-0431
FAX: 508-852-8732

website: www.bringingeldercarehome.com

Services provided:



Including
Lending
Library

Central Massachusetts Agency on Aging

360 West Boylston Street
West Boylston, MA 01757

Contact:

Robert Dwyer, Executive Director
Phone: 508-852-5539
FAX: 508-852-5425

website: www.seniorconnection.org

Services provided:



Diversified Visiting Nurse Association

316 Nichols Road
Fitchburg, MA 01420

Services provided:



Interpreter
services as
needed

Contact:

Linda Belliveau, Hospice Supervisor
Phone: 978-342-6013
FAX: 978-343-5629

website: www.dvna.org

Elder Services of Worcester Area

411 Chandler Street
Worcester, MA 01602

Languages:

Arabic, French, Italian, Laotian, Polish, Portuguese,
Russian, Spanish, Vietnamese

Services provided:



(See above)

Fallon Community Health Plan

10 Chestnut Street
Worcester, MA 01608

Fallon Community Health Plan (FCHP) is proud to be a leader in the health care marketplace in the care and services provided to seniors. In addition to our successful Senior Plan, we offer many services and educational resources that enrich the quality of life for our members and other seniors in the community.

Fallon Community Health Plan's Senior Services Department consists of three components: Elder Service Plan (ESP), Senior Health Resource Line and Senior Health Services. ESP is a Program of All-Inclusive Care for the elderly (PACE), a home-based option for seniors

who need more care than family members can provide, but don't need or want to be in a nursing home. Senior Health Resource Line is a toll-free information and referral service that focuses on important issues for seniors. And, lastly the Senior Health Services Department researches and coordinates services and programs for seniors and caregivers.

Contact:

Cheryl Pope, Assistant Manager, Senior Health Resources
Phone: 800-939-5433
FAX: 508-852-0866

website: www.fchp.org or www.fallon-clinic.com

Services provided:



Senior
Resource
Line: 800-
939-5433



Interpreter
services for all
languages

Fletcher, Tilton & Whipple, P.C.

370 Main Street, Suite 1200
Worcester, MA 01608

Services provided:



Spanish

Gardner Visiting Nursing Association Hospice

34 Pearly Lane
Gardner, MA 01440

Gardner Visiting Nursing Association is a not-for-profit home health agency serving the residents of Gardner and 15 surrounding communities since 1906. In addition to providing traditional home health services, we also provide a myriad of services including an Assisted Living Program, three Adult Day Health Centers, a contract with the City of Gardner to provide comprehensive

Contact:

Frederick M. Misilo, Jr., Esq.
Phone: 508-798-8621
FAX: 508-791-1201

website: www.ftwlaw.com

school nursing services, and numerous community outreach programs. The Gardner VNA also has a certified Hospice program that provides comprehensive and compassionate end of life care for patients with terminal illness. Hospice enhances the quality of life while focusing on comfort and support for our patients and their caregivers.

Contact:

Cynthia Roche, Chief Clinical Officer
Phone: 978-632-1230
FAX: 978-632-4513

Services provided:



Including
Lending
Library

Including
Pediatric
Hospice

Great Brook Valley Health Center

19 Tacoma Street
Worcester, MA 01605

The Great Brook Valley Health Center is a comprehensive, multicultural, community health center with medical, dental, and mental health services, available to families and individuals of all ages. We pay special attention to chronic disease management, including HIV/AIDS and cardiovascular diseases. Our services include care at the health center, hospital, nursing home, and home visits. Care is coordinated with other local agencies such as home health and hospice.

Languages:

Albanian, Portuguese, Spanish, Vietnamese, other interpreter; Spanish and English in AIDS/HIV Support Group

Contact:

John Hess
Phone: 508-852-1805
FAX: 508-853-8593

Services provided:



(See above)

Harrington Memorial Hospital Home Care and Hospice

61 Pine Street
Southbridge, MA 01550

The Harrington Memorial Hospital Home Care/Hospice is a hospital-based hospice with a focus on caring for terminally ill patients and their loved ones in their own home. We are a Medicare/Medicaid certified, JCAHO accredited hospice serving 15 communities in Central Massachusetts. Our Hospice Interdisciplinary Team

works closely with the primary physician to alleviate pain and suffering in our patients, to improve the quality of their life physically, emotionally, and spiritually, and to support their loved ones in preparing for the death and in rebuilding their own lives."

Contact:

Janet Mullen, RN, Hospice Coordinator
Phone: 508-765-1515
FAX: 508-765-1517

website: www.harringtonhospital.org

Services provided:



Hospice and Palliative Care Federation of MA

1420 Providence Highway
Norwood, MA 02062

The Hospice & Palliative Care Federation of MA is a non-profit membership organization of the 40 hospices in the state as well as other organizations and individuals interested in the advancement and promotion of excellence in end of life care. The Federation provides education and technical assistance, public awareness activities, and information and referrals to the public, health care professionals, and patients and families.

Contact:

Rigney Cunningham, Executive Director
Phone: 781-255-7077
FAX: 781-255-7078

email: hospicefed@aol.com
website: www.hospicefed.org

Services provided:



Including
Lending
Library

Mariner Health of Central Mass

360 Electric Avenue
Fitchburg, MA 01420

Contact:

Brenda Mildish
Phone: 978-342-3242
FAX: 978-343-4247

Services provided:



Residential
Facility, con-
tracts with
licensed
hospice



Milford Whitinsville Regional Hospital

14 Prospect Street
Milford, MA 01757

Milford-Whitinsville Regional Hospital is a community hospital selected as one of the top 100 hospitals in Massachusetts. MWRH's mission is to provide exceptional health care services to our community with dignity, compassion and respect. In keeping with this mission, MWRH provides information and access to care and services that address end of life issues.

Services provided:



Including
Lending
Library



(See above)



Languages:

ASL, Arabic, Armenian, Chinese, French, Italian, Polish, Portuguese, Russian, Spanish

Contact:

Joanne LaBelle RN, MS Director, PI, Care and Risk Management
Phone: 508-473-1190
FAX: 508-634-1540

website: www.milfordregional.org

Montachusett Home Care Corporation

680 Mechanic St
Leominster, MA 01453

As an Aging Service Access Point, Montachusett Home Care Corporation seeks to help elders remain at home in comfort and dignity despite significant physical limitations. A range of service options such as personal care, housework, day programs, minor home adaptations and assistive devices are available to eligible elders. Caregiver support and respite are available to those caring for a sick loved one. Other services and programs include: Protective Services, Nursing Home Ombudsman services, a widowhood support group, assistance with money management, and housing alternatives.

Services provided:



Contact:

Carol Dubour, Assistant Director
Phone: 978-537-7411
FAX: 978-537-9843

website: www.montachusethomecare.com

Regional Directory

Nashoba Nursing Service & Hospice of Nashoba Associated Boards of Health

280 Ayer Road
Harvard, MA 01451-6319

Nashoba Nursing Service & Hospice are certified JCAHO accredited agencies under the auspices of a regional health department (Nashoba Associated Boards of Health) serving 15 member communities in north central Massachusetts. Our end of life service is provided through our Pathways Program. The vision of the program is to: Promote the concept of choice for patients, promote the concept of enhancing quality at the end of life, provide up-to-date pain management and symptom control interventions, and work with patients and families to strengthen relationships.

Services provided:



Including
Lending
Library

Including
Pediatric
Hospice)

French,
Spanish



Quaboag Valley Hospice

103 Fairview Street
Palmer, MA 01069

Local community Homecare Hospice dedicated to providing support to the terminally ill and their families/caregivers. Care is focused on comfort and symptom control. Interdisciplinary team of professionals focus on care which best suits each individual's needs and unique circumstances, and committed to being a supportive presence through this time. Services are provided to the towns of Belchertown, Brimfield, Ludlow, Wilbraham, Monson, Hampden, Wales, Palmer, Bondsville, Thorndike, Three Rivers, Ware, Warren and West Warren. Also, Quaboag Valley Hospice has contracts with Wing Memorial Hospital, Mary Lane Hospital, LifeCare Center of Wilbraham, and Wingate of Wilbraham.

Services provided:



Contact:

Paula Brodie

Phone: 978-772-3337

FAX: 978-772-7160

website: www.nashoba.org

Social Work Therapy Referral Service

14 Beacon Street
Boston, MA 02108

The Social Work Therapy Referral Service is a free, confidential telephone referral service serving most cities of Massachusetts. We provide professional, personalized counseling referrals matched for location, specialty and insurance or fee requirements. We'll help you find a skilled individual, family, or group therapist —and we'll continue to work with you until you find the right match. We are a public service of the Massachusetts Chapter of the National Association of Social Workers.

We cover all of Eastern Mass down to the Cape and west to Worcester, and we cover the Pioneer Valley towns of Northampton, Amherst, West Springfield, Greenfield, etc.

Services provided:



UMass Medical School Program in Medical Humanities and the Arts in Health Care

UMMS Commonwealth Medicine
120 Front Street
Worcester, MA. 01608

Drawing on the creative arts, expressive therapies, literature, spiritual values and cultural beliefs, these program challenge, instruct and support us in our endeavor to be present with dying and grieving persons. Areas of expertise include: Caring for Caregivers, Children and Families, Cultural Diversity in Death, Dying and Grief, Expressive Therapies, Grief and Bereavement, Hospice and Palliative Care, Medicine and the Arts, Spirituality and Suffering.

Services provided:



Wellness
program:
Caring for the
Caregiver

Contact:

Barbara Kaplan, LICSW
Phone: 800-242-9794

website: www.therapymatcher.org

Contact:

Valerie Wedge
Phone: 508-856-5366
FAX: 508-856-8435

website: www.umassmed.edu/commmed/programs/medical_humanities

Regional Directory

UMass Memorial Medical Center

119 Belmont Street
Worcester, MA 01605

UMMMC offers Supportive Care to all eligible patients within the healthcare system. Supportive care offers a concept of compassionate and palliative care for individuals and families facing a life-limiting illness.

Services provided:



Including
Lending
Library



Including
Pediatric
Hospice



Referral (508-
754-0052)



Portuguese,
Spanish,
Russian,
Vietnamese



Contact:
Flo LeClair, RN, BSN, CHPN, Manager
Phone: 508-754-0052
FAX: 508-752-3781

website: www.umassmemorial.org

UMass Memorial Hospice

650 Lincoln Street
Worcester, MA 01605

Hospice is a Medicare certified, licensed, JCAHO accredited program providing care to patients who have a terminal illness and whose physician has certified that the patient has a prognosis of 6 months or less. The program's goal is to provide patients with pain management and symptom relief until their death. The program uses a team approach to patient care through nursing, social work, home health aides, volunteers and bereavement services. Pharmacy and durable medical equipment are included as part of hospice and are provided as needed.

Services provided:



Including
Lending
Library



Including
Pediatric
Hospice



Referral (508-
754-0052)



Interpreter
services as
needed



VNA Care Network

120 Thomas Street
Worcester, MA 01608

Contact:
Deborah Corkum
Phone: 800-728-1862
FAX: 508-756-3018

website: www.vnacarenetwork.org

Services provided:



Call for
availability





Metrowest Region

Check the Statewide Resources section for additional listings

Baypath Elder Services

354 Waverly Street
Framingham, MA 01702

Services provided:



Contact:

Christine Alesandro, Executive Director
Phone: 508-872-1866
FAX: 508-872-3325

website: www.baypath.org

Cambridge Health Alliance

Cambridge Hospital
1493 Cambridge St
Cambridge, MA 02302

Languages:

Cape Verdian, Haitian/Creole, Hindi/Bengali, Portuguese,
Spanish

Services provided:



Contact:

Goldie Eder, LICSW, Director of Social Work Services
Phone: 617-665-1000
FAX: 617-665-3298 — Social Services

website: www.challiance.org

Caritas Christi Health Care System

Caritas Parish Based Health
3 Edgewater Dr.
Norwood, MA 02062

Services provided:



Contact:

Robert Short, Director Parish Based Health
Phone: 781-551-5782
FAX: 781-762-0718

Caritas Norwood Hospital

800 Washington Street
Norwood, MA 02062

The 295-bed Caritas Norwood Hospital is an acute care facility and a part of Caritas Christ Health Care. Many departments provide end-of-life support to patients and their families, most notably, the spiritual care department, the nursing staff, and the social work department.

Services provided:



The Children's Room

819 Massachusetts Ave
Arlington, MA 02476

The Children's Room is a nonprofit center for children and teenagers who are grieving the death of a parent or sibling. We provide children with a safe place where they can speak openly of their loved one, and work through their grieving process in an open and healthy manner.

Services provided:



Deaconess-Glover Hospital

148 Chestnut Street
Needham, MA 02492

Deaconess-Glover Hospital is a 41-bed, acute care community hospital, offering high quality and compassionate community-based health care programs and convenient access to Beth Israel Deaconess Medical Center and other specialty care providers. Deaconess-Glover provides a wide range of sophisticated diagnostic testing services, surgical services provided in a newly renovated surgical suite, "leading edge" care services including Beth Israel Deaconess Cardiology, a Joslin Diabetes Center clinic, Beth Israel Deaconess Cancer Care, the CareGroup

Services provided:



(including
Lending
Library)

The hospital also has an active ethics committee, which provides information, education and support services to patients, families, and staff.

Contact:

Sue McQuaid, Community Benefits Manager
Phone: 781-769-4000

website: www.caritasnorwood.org

Parents also benefit from The Children's Room, by meeting with other parents and working through their own issues, such as single-parenting, and by learning how to parent a bereaved child.

Contact:

Judy Oliver, Director
Phone: 781-641-4741

website: www.childrensroom.org

Occupational Health Center and an emergency department staffed by the Harvard faculty physicians of the Beth Israel Deaconess Department of Emergency Medicine. Deaconess-Glover physicians, health care personnel and social work staff work closely with area nursing facilities and hospice programs to provide the best possible care for patients and their families facing end of life decisions.

Contact:

Lonny Townley, Director, Community Relations
Phone: 781-453-3000
FAX: 781-453-5786

website: www.glover.caregroup.org

Delta Projects, Inc.

123 Highland Avenue
Needham, MA 02494

Delta Projects provides end of life services as part of our array of supports for individuals with developmental disabilities, and calls upon experts as needed during the process.

Services provided:



Contact:

Robert Scherer/Dir. of Administration
Phone: 781-449-8545
FAX: 781-449-8544

Edith Nourse Rodgers Memorial Hospital

200 Springs Road
Bedford, MA 01730

The Bedford Medical Center has a 345 bed Nursing Home Care Unit and a Geriatric Research Education and Clinical Center. We have quality of care for the family and patient with Alzheimer's Disease. The Bedford Medical Center is a primary care and Alzheimer's hospital for veterans

Services provided:



Referral
781-687-3167



Contact:

Public Affairs Officer
Phone: 781-275-7500
FAX: 781-687-2101

Emerson Hospital Hospice

133 ORNAC
Concord, MA 01742

Contact:

Deborah Amato, RN, CHPN
Phone: 978-287-3270
FAX: 978-287-3269

website: www.emersonhospital.org

Services provided:



Including
Lending
Library



Hallmark Health Hospice

100 Hospital Road
Malden, MA 02148

Hallmark Health Hospice has been serving the communities of north suburban Boston for eighteen years. It became a Medicare certified hospice in 1983. The hospice services more than 23 communities. In addition to the traditional hospice services, hospice contracts with

Services provided:



Interpreter
services as
needed

Harvard Vanguard Medical Associates, Palliative and Supportive Medicine Program

133 Brookline Ave, #6115
Boston, MA 02215

The Harvard Vanguard Palliative and Supportive Medicine Program provides care for patients who are Harvard Vanguard members and are in the late stages of ANY life-limiting illness. Our interdisciplinary team works with you and your other care providers to address such issues as alleviation of physical pain and other symptoms, opening up communication between patients

Services provided:



and their care providers and within families, assisting with decisions around artificial nutrition and hydration, and assisting with psychosocial and financial issues. We see patients at the Brigham and Women's, Faulkner, and Mount Auburn Hospitals as well as at HVMA practice sites, at long-term care facilities, and at patient's homes. Our goal is to provide compassionate, comfort-focused care.

Contact:

Gail Gazelle, MD Director, Palliative and Supportive Medicine Program
Phone: 617-421-6760

HealthCare Dimensions Hospice

764 Main Street
Waltham, MA 02451

HealthCare Dimensions provides comprehensive medical, psychosocial and spiritual care to adult and pediatric patients with terminal illness who reside in Boston and its suburbs. Bereavement services, including grief counseling, support groups and memorial services, are

Services provided:



available to families for 13 months following the death of an adult patient and three years following the death of an infant, child or teen.

Contact: information:

Phone: 781-894-1100
FAX: 781-736-0908

website: www.hcdhospice.org

HESSCO Elder Services

1 Merchant St
Sharon, MA 02067

HESSCO provides in home services such as homemaking, personal care and home delivered meals to assist elders in remaining at home as long as possible. Once an elder becomes terminally ill and is nearing the end of life, HESSCO makes referrals to appropriate agency and support services to benefit the elder and family members.

Services provided:



Greek,
Russian

Hospice and Palliative Care Federation of MA

1420 Providence Highway
Norwood, MA 02062

The Hospice & Palliative Care Federation of MA is a non-profit membership organization of the 40 hospices in the state as well as other organizations and individuals interested in the advancement and promotion of excellence in end of life care. The Federation provides education and technical assistance, public awareness activities, and information and referrals to the public, health care professionals, and patients and families.

Services provided:



Including
Lending
Library

Contact:

Rigney Cunningham, Executive Director
Phone: 781-255-7077
FAX: 781-255-7078

email: hospicefed@aol.com
website: www.hospicefed.org

Hospice of Boston/Greater Brockton

500 Belmont Street, Suite 215
Brockton, MA

Since 1979 Hospice of Boston and Greater Brockton has been providing hospice care to Adult and Pediatric terminally ill patients and their families. Hospice of Boston and Greater Brockton is a licensed Medicare and Medicaid certified program, accredited by the Joint Commission and serving the cities and towns in Plymouth, Bristol, Norfolk, and Suffolk Counties.

Services provided:



Including
Lending
Library

Including
Pediatric
Hospice

Contact:

Ruth Capernaros, President, CEO
Patricia Shea, RN CHPN
Phone: 508-583-0383
FAX: 508-583-1193

website: www.hospiceboston-brockton.com

Hospice of the Good Shepherd

2042 Beacon Street
Newton, MA 02468

THGS is a non-sectarian home care hospice serving Newton, Wellesley, Brookline and surrounding communities, which provides services in private homes and in nursing homes. Services include nursing, social work, bereavement and spiritual counseling, and volunteers.

Services provided:



Including
Lending
Library

Including
Pediatric
Hospice

Interpreter
services as
needed

Jewish Family and Children's Service

1340 Center Street
Newton, MA 02459

Jewish Family & Children's Service (JF&CS) is a nonsectarian, human service organization with over 136 years of experience serving people of all ages and all incomes in over 80 Greater Boston communities. Jewish Healing Connections, a program of JF&CS offers program and services that connect people facing illness and loss to Jewish tradition and the Jewish community.

Services provided:



Jewish Family Service of Metrowest

475 Franklin Street Suite 101
Framingham, MA 01702

Jewish Family Service of Metrowest (JFS/MW) exists to strengthen lives and build community. JFS/MW is a non-profit agency providing services throughout the life cycle for people of all ages, faiths and backgrounds, fostered by traditional Jewish values of social responsibility and concern for all members of the community. Our unique program, Healing Partners, provides volunteer training and consultation to faith communities. Healing Partners provides interfaith support groups in the community and faith specific support groups within churches and synagogues. Healing Partners can partner with your group in MetroWest to provide short term support groups around

Services provided:



end of life issues, disease specific groups and caregivers groups based on a psychospiritual model of cofacilitation with a mental health professional and a clergyperson. Workshops include, Talking to Children About Death; Caregiving, the Spiritual Journey, Caring for your Aging Parents; Living Well with Chronic Illness, A Spiritual Prescription, Developing Resilience facing Life transitions.

Contact:

Malka Young, Program Director Healing Partners
Phone: 508-875-3100
FAX: 508-875-4373

website: www.jfsmw.org

Lahey Clinic

41 Mall Road
Burlington, MA 01803

Services provided:

**Metrowest Homecare and Hospice**

85 Lincoln Street
Framingham, MA 01702

Services provided:

**Milton Hospital**

92 Highland Street
Milton, MA 02186

Services provided:

**Minuteman Senior Services**

24 Third Avenue
Burlington, MA 01803

Minuteman Senior Services is an Area Agency on Aging.
We provide State Home Care, Respite, home delivered
meals and other services to people over 60, in the sixteen
towns we cover.

Services provided:



Contact:

Pamela Reznick, LICSW
Phone: 781-744-5200

website: www.lahey.org

Contact:

Kathleen McCarthy, RN, CHA, Hospice Manager
Phone: 508-383-7000
FAX: 508-626-8053

website: www.MiltonHospital.org

Regional Directory

Mount Auburn Hospital

330 Mount Auburn Street
Cambridge, MA 02138

Contact:

Rev. Janet R. McWalter
Phone: 617-499-5079
FAX: 617-499-5575

Services provided:



Portuguese,
Spanish, other
interpreter
services as
needed

Newton-Wellesley Hospital

2014 Washington Street
Newton, MA 02462

Contact:

Ronald Ponte
Phone: 617-243-6000
FAX: 617-243-6053

website: www.nwh.org

Languages:

ASL, Cape Verdian, Chinese, Italian, Japanese, Korean, Portuguese, Russian, Spanish and interpreter services for other languages as needed.

Services provided:



(See above)

Quincy Medical Center

114 Whitwell Street
Quincy, MA 02169

Quincy Medical Center is a 282-bed non-profit community-teaching hospital that provides comprehensive health care services to residents of Quincy and the South Shore. Through our Alliance for Quality with Boston Medical Center, the medical center combines the personalized atmosphere of a community setting with the resources of a major academic teaching hospital. Quincy Medical Center staff feel enormous responsibility to

patients at the end of life and to their families or support networks. The medical center does everything possible to ensure that the rights of our patients and their families are upheld with respect to appropriate treatment, effective pain management and psychosocial and spiritual support.

Contact:

Mary Sweeney, V.P.
Phone: 617-773-6100

website: www.quincymc.org

Services provided:



Chinese,
Vietnamese

Social Work Therapy Referral Service

14 Beacon Street
Boston, MA 02108

The Social Work Therapy Referral Service is a free, confidential telephone referral service serving most cities of Massachusetts. We provide professional, personalized counseling referrals matched for location, specialty and insurance or fee requirements. We'll help you find a skilled individual, family, or group therapist — and we'll continue to work with you until you find the right match. We are a public service of the Massachusetts Chapter of the National Association of Social Workers.

We cover all of Eastern Mass down to the Cape and west to Worcester, and we cover the Pioneer Valley towns of Northampton, Amherst, West Springfield, Greenfield, etc.

Services provided:



Somerville-Cambridge Elder Services

61 Medford Street
Somerville, MA 02143

Offering community based support services including case management, personal care, homemaking, transportation, and meals on wheels. Memory Disorder Services, Care Consultation, Elder Care Advisor also offered.

Services provided:



(See above)

Sunrise Assisted Living of Norwood

86 Saunders Road
Norwood, MA 02062

Services provided:



Contact:

Barbara Kaplan, LICSW
Phone: 800-242-9794

website: www.therapymatcher.org

Languages:

Haitian/Creole, Italian, Polish, Portuguese, Spanish

Contact:

Mary Ann Dalton, Director of Planning
Phone: 617-628-2601
FAX: 617-628-1085

website: www.eldercare.org

UMass Medical School Program in Medical Humanities and the Arts in Health Care

c/o 159 Ward Street Studio, UMMS
Newton, MA 02459

Drawing on the creative arts, expressive therapies, literature, spiritual values and cultural beliefs, these program challenge, instruct and support us in our endeavor to be present with dying and grieving persons. Areas of expertise include: Caring for Caregivers, Children and Families,

Cultural Diversity in Death, Dying and Grief, Expressive Therapies, Grief and Bereavement, Hospice and Palliative Care, Medicine and the Arts, Spirituality and Suffering.

Contact:

Sandra L. Bertman, Ph.D.
Phone: 617-965-1257
FAX: 617-332-7273

website: www.umassmed.edu/commed/programs/medical_humanities

Services provided:



VistaCare

354 A Turnpike Street, Suite 101
Canton, MA 02021

VISTACARE HOSPICE is GOOD MEDICINE: VistaCare is a comprehensive medical care program available at no cost to Medicaid/Medicare patients with life-limiting illnesses. We care for the patients in their homes, nursing homes or assisted living facilities. Services provided: VistaCare has a unique philosophy called "OPEN ACCESS" which means that any patient who is eligible for hospice services can receive this form of compassionate care. Patients may still be receiving treatments such as chemotherapy and radiation. VistaCare services Allston, Abington, Avon, BOSTON (ALL), Braintree,

Brighton, Bridgewater, Brockton, Brookline, Canton, Chestnut Hill, Dedham, Easton, Foxboro, Framingham, Franklin, Hanover, Hingham, Holliston, Holbrook, Medfield, Medway, Milford, Milton, Natick, Needham, Newton, Norfolk, Norwell, Norwood, Quincy, Randolph, Rockland, Roslindale, Roxbury, Sharon, Stoughton, Walpole, Waltham, Wellesley, West Roxbury, Weymouth, Westwood, Whitman, and Wrentham.

Contact:

Suzanne Martin, BSN, CHPN
Phone: 781-828-0081
FAX: 781-828-4981

website: www.vistacare.com

Services provided:



Including
Lending
Library



The Wellness Community-Greater Boston

1320 Centre Street
Newton, MA 02459

Contact:

Phone: 617-332-1919
FAX: 617-332-2727

website: www.wellnesscommunity.org

Services provided:



Wayside Hospice

266 Cochituate Road
Wayland, MA 01778

Contact:
Janice Graves, RN, CHPN
Phone: 508-538-3000
FAX: 508-538-3005

website: www.parmenter.org

Services provided:



Home Care,
Residential
Facility

West Suburban Elder Services

124 Watertown Street
Watertown, MA 02472

Contact:
Information and Referral
Phone: 617-926-4100
FAX: 617-926-9897

web site: www.wses.org

Services provided:



Chinese,
Russian

Winchester Hospital

41 Highland Avenue
Winchester, MA 01890

Contact:
Deborah Clarke, RN, Case Management
Phone: 781-756-2633
FAX: 781-756-2296

Services provided:



Contracts
with
licensed
hospice

Wingate at Needham

589 Highland Avenue
Needham, MA 02494

Contact:
Pamela Pattavina
Phone: 781-455-9090
FAX: 781-455-9012

website: www.wingatehealthcare.com

Services provided:



Contracts
with
licensed
hospice



Northeast Region

Check the Statewide Resources section for additional listings

Anna Jaques Hospital

25 Highland Avenue
Newburyport, MA 01950

Contact:

Maria Goucher, Director of Case Management
Phone: 978-463-1000

website: www.ajh.org

Services provided:



Contracts with
licensed hospice

Beacon Hospice

529 Main Street, 1M7
Boston, MA 02129

Contact:

Betty Brennan, CEO
Phone: 617-242-4872
FAX: 617-241-2880

Services provided:



Cape Verdian,
French,
Haitian/Creole,
Russian

Elder Services of the Merrimack Valley, Inc.

360 Merrimack Street
B#5 2nd Floor
Lawrence, MA 01843

Contact:

Rosanne DiStefano, Executive Director
Phone: 800-892-0890
FAX: 978-687-1067

website: www.esmv.org

Elder Services of the Merrimack Valley, Inc. is a private non-profit agency serving residents living in the 23 cities and towns of the Merrimack Valley. Our mission is "to insure that choices of programs and services are available to meet the diverse needs and changing lifestyles of older adults".

Services provided:



Fidelity House Human Services

One Parker St.
Lawrence, MA 01843

Contact:

Sharon Bray, Family Resource Coordinator
Phone: 978-685-9471

Services provided:



Spanish

Greater Lawrence Family Health Center

150 Park Street
Lawrence, MA 01841

Contact:

Caren Jacobson, M.D.
Phone: 978-685-1770

Services provided:



Spanish

Hallmark Health Hospice

100 Hospital Road
Malden, MA 02148

Hallmark Health Hospice has been serving the communities of north suburban Boston for eighteen years. It became a Medicare certified hospice in 1983. The hospice services more than 23 communities. In addition to the traditional hospice services, hospice contracts with The Huggins Center for Alternative Therapies to provide non-pharmacological comfort measures.

Contact:

Karen Cote, Director
Phone: 781-338-7866
FAX: 781-338-7860

website: www.hallmarkhealth.org

Services provided:



Interpreter
services as
needed

Hallmark Health VNA, Inc.

100 Hospital Road
Malden, MA 02148

Contact:

Patricia Finocchiaro, RN, MS Clinical Director
Phone: 781-338-7800
FAX: 781-338-7911

website: www.hallmarkhealth.org

Services provided:



Regional Directory

Harvard Vanguard Medical Associates, Palliative and Supportive Medicine Program

133 Brookline Ave, #6115
Boston, MA 02215

The Harvard Vanguard Palliative and Supportive Medicine Program provides care for patients who are Harvard Vanguard members and are in the late stages of ANY life-limiting illness. Our interdisciplinary team works with you and your other care providers to address such issues as alleviation of physical pain and other symptoms, opening up communication between patients and their care providers and within families, assisting with decisions around artificial nutrition and hydration,

Services provided:



Haverhill Crossings Assisted Living Center

254 Amesbury Road
Haverhill, MA 01830

Services provided:

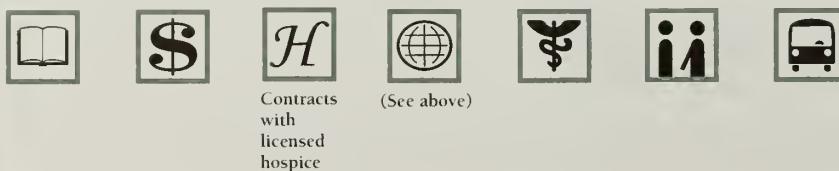


Holy Family Hospital and Medical Center

70 East Street
Methuen, MA 01844-4597

Holy Family Hospital and Medical Center is a 273 bed, not-for-profit, acute care community hospital serving Greater Lawrence, the Merrimack Valley, and Southern New Hampshire. Holy Family Hospital serves as a resource for secondary and tertiary cancer care, including a Cancer Management Center, hematology/oncology clinic, radiation therapy, full radiology department, inpatient hospice program in conjunction with Merrimack Valley Hospice, and also has an inpatient and outpatient staff experienced in providing end of life comfort measures.

Services provided:



and assisting with psychosocial and financial issues. We see patients at the Brigham and Women's, Faulkner, and Mount Auburn Hospitals as well as at HVMA practice sites, at long-term care facilities, and at patient's homes. Our goal is to provide compassionate, comfort-focused care.

Contact:

Gail Gazelle, MD Director, Palliative and Supportive Medicine Program
Phone: 617-421-6760

Contact:

Diane G. Beaupre, MSW, LICSW
Phone: 978-556-1600
FAX: 978-556-1601

website: www.benchmarkquality.com

Languages:

Albanian, Amharic/Tigrinya, Arabic, Armenian, Cape Verdian, Chinese, French, German, Greek, Haitian/Creole, Hindi/Bengali, Italian, Japanese, Korean, Laotian, Portuguese, Russian, Spanish, Vietnamese

Contact:

Susan Pare
Phone: 978-687-0151
FAX: 978-688-7689

website: www.holyfamilyhosp.org

Hospice and Palliative Care Federation of MA

1420 Providence Highway
Norwood, MA 02062

The Hospice & Palliative Care Federation of MA is a non-profit membership organization of the 40 hospices in the state as well as other organizations and individuals interested in the advancement and promotion of excellence in end of life care. The Federation provides

Services provided:



Including
Lending
Library

Hospice Care, Inc.

41 Montvale Avenue
Stoneham, MA 02180

Languages:

Bengali, French, German, Haitian/Creole, Italian,
Lithuanian, Persian, Spanish, Yiddish

Services provided:



Hospice of the North Shore

10 Elm Street
Danvers, MA 01923

The area's oldest and largest provider of end-of-life care, Hospice of the North Shore is a community-based not-for-profit organization which has been serving patients in 40 communities north of Boston since 1978. Hospice of the North Shore provides care to terminally patients at home, in skilled nursing facilities (over 35 facilities — contact HNS directly for list), in assisted living facilities, and in specialized hospice inpatient units at Salem

Services provided:



Including
Lending
Library



Referral
978-774-
7566, ext.
314



Interpreter
services as
needed



NORTHEAST

education and technical assistance, public awareness activities, and information and referrals to the public, health care professionals, and patients and families.

Contact:

Rigney Cunningham, Executive Director

Phone: 781-255-7077

FAX: 781-255-7078

email: hospicefed@aol.com

website: www.hospicefed.org

Contact:

Diane Bergeron, Executive Director

Phone: 781-279-4100

FAX: 781-279-4677

Regional Directory

Merrimack Valley Hospice

360 Merrimack Street
Lawrence, MA 01843

Services provided:



Contact:

Katherine A. Rieth, Liaison Manager
Phone: 978-552-4599
FAX: 978-552-4543

website: www.merrimackvalleyhospice.org

Mystic Valley Elder Services

300 Commercial Street, Suite 19
Malden, MA 02148

Mystic Valley Elder Services is part of the network of non-profit agencies funded under the state's Home Care Program, and provides information, advice, home support, caregiver support, care management, care planning, and referral to community resources for elders, families and caregivers.

Services provided:



Contact:

Mary Kinsell, Director of Community Services
Phone: 781-324-7705
FAX: 781-324-1369

website: www.mves.org

North Shore Elder Services, Inc.

152 Sylvan Street
Danvers, MA 01923

North Shore Elder Services, a non-profit organization and Aging Services Access Point (ASAP), provides services and programs to assist elders in maintaining their health, safety, and independence in the community setting of their choice. Our service area includes: Danvers, Marblehead, Middleton, Peabody, and Salem. As an Area Agency on Aging, NESE plans, coordinates, and advocates for comprehensive community-based services for elders and their families.

Services provided:



Language:

ASL, Portuguese, German, Italian, Polish, French, Russian, Spanish, Greek

Contact:

Executive Director
Phone: 978-750-4540
FAX: 978-750-8053

website: www.nselder.org

North Shore Medical Center

81 Highland Ave
Salem, MA 01970

North Shore Medical Center is a multi-site health system headquartered in Salem, Mass. Among the comprehensive continuum of sophisticated inpatient and outpatient services offered at its acute care hospitals, the Medical Center features a dedicated Hospice Care Unit at Salem Hospital, and hospice bed availability at Union Hospital in Lynn and Shaughnessy-Kaplan Rehabilitation Hospital in Salem. North Shore Medical Center is a member of Partners HealthCare System.

Services provided:



Northeast Hospitals Corporation

85 Herrick Street
Beverly, MA 01915

Languages:

ASL, Cambodian, Haitian/Creole, Portuguese, Russian,
Spanish

Contact:

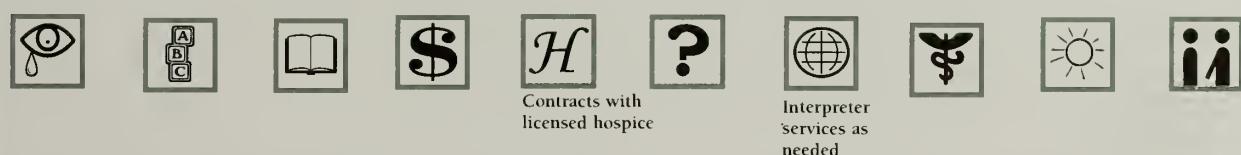
David King
Phone: 978-741-1200
FAX: 978-740-4835

website: www.nhshealth.org

Services provided:

Contact:
Deborah Kahn-Greene
Phone: 978-922-3000
FAX: 978-921-7070

email: www.nhshealth.org



Saints Memorial Medical Center

One Hospital Drive
Lowell, MA 01852

Saints Memorial Medical Center is an acute care hospital. We do provide end of life care to our patients and are able to contract for in-house hospice care through the Visiting Nurses Programs in the area. We do not have a formal palliative care program. We do have several private rooms that are used. The Pastoral Care Department does provide spiritual and emotional care to all patients and their families especially during times of impending death.

Services provided:



Contracts with
licensed hospice



(See above)

Languages:

Cambodian, French, Portuguese, Spanish, Vietnamese

Handicap Service:

Contact Cindy Turco, HR, 978-459-4166

Contact:

John A Gianino, D.Min.

Phone: 978-934-8416

FAX: 978-934-8526

website: www.saints-memorial.org

Social Work Therapy Referral Service

14 Beacon Street
Boston, MA 02108

The Social Work Therapy Referral Service is a free, confidential telephone referral service serving most cities of Massachusetts. We provide professional, personalized counseling referrals matched for location, specialty and insurance or fee requirements. We'll help you find a skilled individual, family, or group therapist — and we'll continue to work with you until you find the right

Services provided:



match. We are a public service of the Massachusetts Chapter of the National Association of Social Workers. We cover all of Eastern Mass down to the Cape and west to Worcester, and we cover the Pioneer Valley towns of Northampton, Amherst, West Springfield, Greenfield, etc.

Contact:

Barbara Kaplan, LICSW

Phone: 800-242-9794

website: www.therapymatcher.org

Tewksbury Hospital

365 East Street
Tewksbury, MA 01876-1998

Care for individuals with clinical issues requiring pain management and hospice care.

Services provided:



Including
Lending
Library



Contact:

Admission's Depart.

Phone: 978-851-7321 x2201

FAX: 978-851-5648

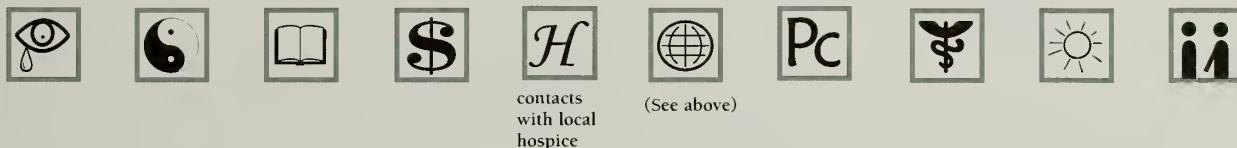
website: www.state.ma.us/dph/hosp/th.htm

Union Hospital

500 Lynnfield Street
Lynn, MA 01904

Union Hospital is a 130 bed acute care hospital located in Lynn, MA. The hospital's Pastoral Care Department is staffed by a full time interfaith chaplain who offers spiritual counseling to patients and family members at the end of life. Our chaplain serves as liaison to area clergy of a person's own faith and on-call priests who offer sacramental care. The Hospital has an Ethics Committee and offers a Palliative Care Consult service that addresses quality of life and pain management issues at end of life. The Hospital collaborates with the Hospice of the North Shore and offers social services and caregiver support groups.

Services provided:

**Visiting Nurse Association and Hospice of Greater Lowell**

336 Central Street
Lowell, MA 01852

VNA Hospice of Greater Lowell, a program of the Visiting Nurse Association of Greater Lowell, provides care to people of all ages in their place of residence, and to their families. Services focus on pain management, symptom control, emotional and spiritual support, practical assistance, and bereavement. The Hospice team includes nurses, therapists, home health aides, medical social workers, spiritual services personnel, bereavement coordinators, and volunteers. A Bridge program provides continuity of care for any patient with serious illness.

Services provided:



Languages:

Cambodian, Haitian/Creole, Russian, Spanish, Vietnamese and interpreter services as needed.

Contact:

Joan Strauss, Operations Director

Phone: 781-581-9200

website: www.nsmc.partners.org

VNA of Middlesex-East Hospice

607 North Avenue Suite 17
Wakefield, MA 01880

Visiting Nurse Hospice is an affiliate of VNA of Middlesex-East. Our hospice services are provided in both home and transitional sites in 28 communities north and northwest of Boston. A team of professionals including the patient's physician, nurses, social worker, home health aides, and spiritual and bereavement counselor work together to make a patient's remaining days comfortable and meaningful. For more information, visit our website at www.vnaofme.org.

Services provided:



Including
Lending
Library



Contact:

Linda Miller, Hospice Program Manager
Phone: 781-224-3399
FAX: 781-224-7559

website: www.vnaofme.org



Southeast Region

Check the Statewide Resources section for additional listings

Arc of Greater Plymouth

4 Main Street
Kingston, MA 02364

The Arc of Greater Plymouth provides supports and services to individuals with mental retardation and/or developmental disabilities and their families. Our service area includes the towns of Plymouth, Plympton, Hanover, Hanson, Carver, Duxbury, Marshfield, Pembroke, Halifax and Kingston. Areas of service include but are not limited to Family Support, Employment Services and Supported Living.

Services provided:



Including
Lending
Library

Contact:

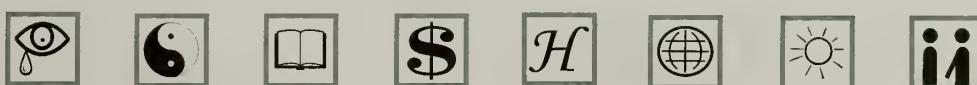
Stephanie Kelly, Director of Family Support
Phone: 781-585-1310
FAX: 781-585-7432

website: www.thearcogp.com

Beacon Hospice

529 Main Street, 1M7
Boston, MA 02129

Services provided:



Contact:

Betty Brennan, CEO
Phone: 617-242-4872
FAX: 617-241-2880

Cape Verdian,
French,
Haitian/Creole,
Russian

Bristol Elder Services, Inc.

182 N. Main Street
Fall River, MA 02720

Bristol Elder Services, Inc. (Bristol) is a private non-profit corporation, designated as an Aging Services Access Point and an Area Agency on Aging. Bristol is dedicated to being the leader in improving the quality of life for elders and their families. Bristol provides directly or contracts for a wide array of services including, but not limited to,

Services provided:



Financial



Brockton Hospital

680 Center Street
Brockton, MA 02302

Services provided:



(See above)



Caritas Good Samaritan Medical Center

235 N. Pearl Street
Brockton, MA 02301

Languages:

ASL, Cape Verdian, Greek, Haitian/Creole, Portuguese,
Vietnamese

Services provided:



Children's Happiness Foundation

P.O. Box 266, 858 Plain Street
Marshfield, MA 02050

Services provided:



information and referral, home care services, caregiver relief, home delivered meals, and case management. As the focal point for innovative action, we provide and advocate for services which promote independence and dignity for all elders.

Contact:

Information and Referral Department

Phone: 508-675-2101

FAX: 508-679-0320

Languages:

ASL, Cape Verdian, Haitian/Creole, Portuguese, Spanish

Contact:

Carol D. Gaudiano, LICSW

Phone: 508-941-7000

Contact:

Bonnie Jefferson, RN

Phone: 508-427-3000

Coastline Elderly Services, Inc.

1646 Purchase Street
New Bedford, MA 02740

Coastline Elderly Services, Inc. Area Agency on Aging, provides a wide range of supportive services to enable older people to live independently in the community.

Languages:

Cape Verdian, Greek, Portuguese, Spanish

Services provided:



Community Nurse and Hospice Care

PO Box 751
Fair Haven, MA 02719

Services provided:



Cura VNA and Cranberry Hospice

36 Cordage Park Circle, Ste. 326
Plymouth, MA 02360

Cura VNA and Cranberry Hospice is affiliated with Jordan Hospital. Serving a 12 town area, all nursing staff are hospice certified and expert in symptom management and pain control. Our bereavement support groups are highly regarded and draw participation from a much larger geographic service area.

Services provided:



**Elder Services of Cape Cod and the Islands,
Inc.**

68 Route 134
So. Dennis, MA 02660

Grant supporting LifeCare Conversations for Family Caregivers sponsoring seminars and workshops at Senior Centers & Councils on Aging throughout the Cape & Islands region. Hospice & Palliative Care or Cape Cod is the presenter and may be contacted at (508) 957-0200 for additional information.

Services provided:



Including
Lending
Library

Falmouth Hospital

100 Ter Heun Drive
Falmouth, MA 02540

Contact:

Roberta Jordan, Family Caregiver Support Program
Phone: 508-394-4630
FAX: 508-394-3712

Services provided:



ASL,
Portuguese

Good Grief Program

1 BMC Place, MAT 5
Boston, MA 02118

The Good Grief Program provides workshops for schools, parents and community groups, crisis intervention and development of a crisis protocol to help children develop coping skills around death, dying and loss. The CIRCLE, a project of The Good Grief Program, provides a comprehensive family bereavement support program after the death of a loved one. The CIRCLE has programs in

Contact:

Susan Wing, COO
Phone: 508-548-5300
FAX: 508-457-3675

Dorchester, Jamaica Plain, Hingham and a CIRCLE for families who had a loved one die on Sept. 11th. We also provide Heart to Heart consultations at Boston Medical Center. Heart to Heart is a free one hour psycho-educational approach for adults to help their children before or after the loss of a loved one.

Contact:
Maria Trozzi, Director
Phone: 617-414-4005
FAX: 617-414-7195

Services provided:



Greater New Bedford Community Health Center

874 Purchase Street
New Bedford, MA 02740

Services provided:



Cape
Verdian,
Portuguese,
Spanish

Contact:

Ronald A. Charles, MD, FACP
Phone: 508-992-6553
FAX: 508-990-7558

Hospice of Boston/Greater Brockton

500 Belmont Street, Suite 215
Brockton, MA

Since 1979 Hospice of Boston and Greater Brockton has been providing hospice care to Adult and Pediatric terminally ill patients and their families. Hospice of Boston and Greater Brockton is a licensed Medicare and Medicaid certified program, accredited by the Joint Commission and serving the cities and towns in Plymouth, Bristol, Norfolk, and Suffolk Counties.

Services provided:



Including
Lending
Library



Including
Pediatric
Hospice



website: www.hospiceboston-brockton.com

Hospice & Palliative Care of Cape Cod, Inc.

270 Communication Way
Hyannis, MA 02

The mission of H&PCCC is to provide services that enhance the comfort and quality of life for patients and families experiencing the impact of serious illness and loss. This mission is honored by removing barriers and creating access to care; encouraging patient choice and self-determination; and by assuring that H&PCCC's services remain an integral part of health care on Cape Cod.

The Center for Life Care Planning & Support, a program of H&PCCC, in collaboration with consumers, professionals, health systems and communities, creates and fosters ideas for living well with advancing illness. The Center accomplishes this through program development, interdisciplinary education, consumer engagement and

research activities that support the changing life care needs of Cape Cod residents. Programs include: LifeCare Conversations Collaborative, Community Palliative Care, Chronic Care & Disabilities Collaborative, and Education, Training and Research Activities focused on advance care planning, community-based palliative care, including hospice, and cross-community collaborations to improve clinical outcomes and consumer satisfaction with the health care experience.

Contact:

Barbara Morse, Director of Marketing and Community Relations
Phone: 508-975-0200, 800-642-2423

website: www.hospicecapecod.org

Services provided:



Including
Lending
Library

Homecare
and two
residential
hospice

Interpreter
services as
needed

Hospice and Palliative Care Federation of MA

1420 Providence Highway
Norwood, MA 02062

The Hospice & Palliative Care Federation of MA is a non-profit membership organization of the 40 hospices in the state as well as other organizations and individuals interested in the advancement and promotion of excellence in end of life care. The Federation provides education and technical assistance, public awareness activities, and information and referrals to the public, health care professionals, and patients and families.

Services provided:



Including
Lending
Library

Contact:

Rigney Cunningham, Executive Director
Phone: 781-255-7077
FAX: 781-255-7078

email: hospicefed@aol.com
website: www.hospicefed.org

Hospice Care of Greater Taunton

245 North Main Street
Raynham, MA 02767

Hospice care of Greater Taunton is dedicated to helping patients and their loved ones cope with terminal illness to find comfort, quality of life and peace throughout this most difficult journey. We offer 24-hour nurse availability, pain and symptom management, HHA's, homemakers, Medical social workers, Pastoral Care, Volunteer Services, Respite, Bereavement counseling and nursing home hospice care.

Services provided:



Hospice Care of Nantucket

7 Prospect Street
Nantucket, MA 02559

Services provided:



Interpreter
services as
needed

Hospice of Community Visiting Nurse Agency

141 Park Street
Attleboro, MA 02703

Services provided:



Contact:
Judith Lynn Gordon
Phone: 508-222-0118
FAX: 508-226-8939

website: www.communityvna.com

Hospice of Martha's Vineyard

P.O. Box 2549
One Hospital Road
Oak Bluffs, MA 02557

Hospice of Martha's Vineyard, with its professional team of certified Hospice and palliative care nurses, social worker, and volunteers, offers compassionate palliative care and end of life services to those with serious, life-limiting illnesses on Martha's Vineyard, whether at home, in the hospital, or in extended care settings. Our expertise is in pain and symptom care with a focus on best quality of life, as defined by the patient and family. We collaborate with the patient's physician, clergy, and other

health professionals to create a comprehensive care plan to meet the goals of the patient and family. Hospice also provides bereavement counseling to anyone in grief in our community, advance directives planning outreach, and community education on end of life issues. All services are free of charge.

Contact:

Catherine Brennan, RN, Director
Phone: 508-693-0189
FAX: 508-693-7229

website: www.hospice.vineyard.net

Services provided:



Hospice of the South Shore

100 Bay State Drive
Braintree, MA 02184

Hospice of the South Shore provides home health care and support for terminally ill patients and their families. While our program neither postpones nor hastens death, we help ease the accompanying physical, spiritual, and emotional pain.

Contact:

Mary Beth Barry
Phone: 781-843-0947
FAX: 781-843-7350

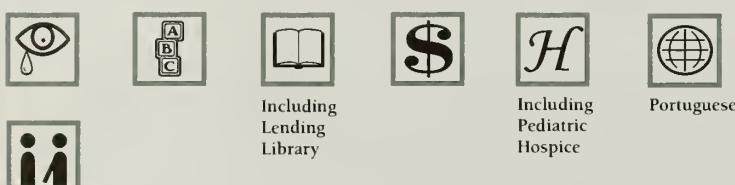
Services provided:



Hospice Outreach

502 Bedford Street
Fall River, MA 02720

Services provided:



Contact:

Linda Valley, Director
Phone: 508-673-1589
FAX: 508-678-5093

Morton Hospital and Medical Center

88 Washington Street
Taunton, MA 02780

Services provided:



ASL,
Portuguese,
Spanish

website: www.mortonhospital.org

Contact:
Dori Bingham
Phone: 508-828-7000
FAX: 508-824-6941

New England Sinai Hospital and Rehabilitation Center

150 York Street
Stoughton, MA 02072

New England Sinai Hospital and Rehabilitation Center provides rehabilitation and complex medical, pulmonary and acute long-term care. The 212-bed hospital is located in Stoughton, with inpatient satellites in New England Medical Center and Deaconess-Waltham Hospital. Sinai houses the largest pulmonary program in the area with

an inpatient capacity of 55 patients. The hospital's compassionate staff are committed to the patient's quality of life and to caring for patients who require a intensive physical rehabilitation program and those who need specialized medical care for extended periods.

Contact:
Elaine E. Monico
Phone: 781-344-0600
FAX: 781-344-0128

website: www.newenglandsinai.org

Services provided:



Contracts
with
licensed
hospice



Limited inter-
preter services

**Office of AIDS Ministry**

Clemence Hall, Rm. 225
243 Forest Street
Fall River, MA 02721

Contact:
Krysten Winter-Green, PhD, Executive Director
Phone: 508-674-5600 x2295
FAX: 508-675-5637

Services provided:



Cape
Verdian,
Portuguese,
Spanish



Old Colony Elderly Services, Inc.

144 Main Street
Brockton, MA 02301

Old Colony Elderly Services (OCES) is a private non-profit corporation, designated as an Aging Services Access Point. OCES provides a wide variety of services including, but not limited to, information & referral, home care services, caregiver support, home delivered

Services provided:



Financial

Old Colony Hospice

14 Page Terrace
Stoughton, MA 02072

Old Colony Hospice is a Medicare certified, state licensed, non-profit, hospice in southeastern Massachusetts. We are accredited by CHAP (Community Health Accreditation Program). We provide hospice care to over 500 patients and families each year in 34 cities and towns surrounding Stoughton, MA who are facing

Services provided:



Saint Anne's Hospital

795 Middle Street
Fall River, MA 02721

Saint Anne's Hospital is a 132 bed Catholic, community hospital with a major concentration in cancer care. We offer a comprehensive Pain Management Program for inpatients as well as an outpatient Pain Clinic. We are in the process of developing and implementing a comprehensive palliative care program. We also offer spiritual and emotional support to patients and families.

Services provided:



(See above)

meals, and case management. The goal of these supportive services is to enable the elder to remain independently in the community.

Contact:

Lucille Dallaire, Outreach & Program Development Director

Phone: 508-584-1561

FAX: 508-584-6005

end-of-life decisions. Eighty percent of our nurses are certified Hospice and Palliative Care nurses. Our quarterly bereavement support groups are open to the community free of charge.

Contact:

Marge Levy, CEO

Phone: 800-370-1322

FAX: 781-297-7345

website: www.oldcolonighthospice.org

Languages:

Cambodian, Cape Verdian, French, Portuguese, Spanish

Contact:

Rev. Robert A. Rochon

Phone: 508-674-5600

FAX: 508-675-5663

website: www.saintanneshospital.org

SeniorCare, Inc.

5 Blackburn Center
Gloucester, MA 01930

Provides a variety of social and health services to elders or disabled adults, and their families in Beverly, Essex, Gloucester, Hamilton, Ipswich, Manchester-by-the-Sea, Rockport, Topsfield, and Wenham. Services include Information, Referral and Advocacy; Case Management; Home Care services; Home Delivered Meals & Nutrition Services; Elder Care advice; Caregiver Support; Transportation, Health Insurance & Benefit Counseling; Health Screening; Money Management; and Protective Services.

Services provided:

**Social Work Therapy Referral Service**

14 Beacon Street
Boston, MA 02108

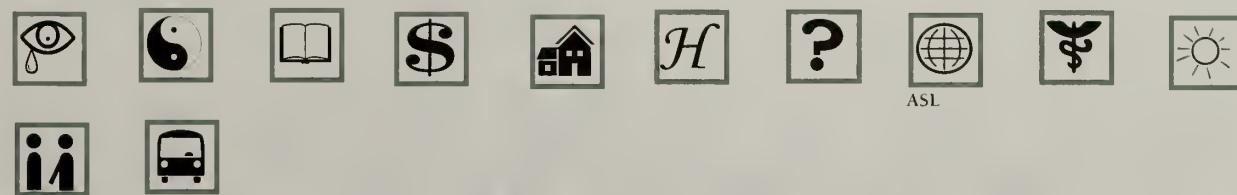
The Social Work Therapy Referral Service is a free, confidential telephone referral service serving most cities of Massachusetts. We provide professional, personalized counseling referrals matched for location, specialty and insurance or fee requirements. We'll help you find a skilled individual, family, or group therapist —and we'll continue to work with you until you find the right

Services provided:

**South Shore Hospital**

55 Fogg Road at Route 18,
South Weymouth, MA 02190

Services provided:



Contact:

Guntis Licis
Phone: 978-281-1750
FAX: 978-281-1753

website: www.seniorcareinc.org

match. We are a public service of the Massachusetts Chapter of the National Association of Social Workers. We cover all of Eastern Mass down to the Cape and west to Worcester, and we cover the Pioneer Valley towns of Northampton, Amherst, West Springfield, Greenfield, etc.

Contact:

Barbara Kaplan, LICSW
Phone: 800-242-9794

website: www.therapymatcher.org

Southcoast Home Care and Hospice

28 Sconticut Neck Road
Fairhaven, MA 02719

Services provided:



Including
Pediatric
Hospice

website: www.southcoast.org

Contact:

Paula Shiner, Director Home Care Services
Phone: 508-984-0200
FAX: 508-984-0235

Southcoast Hospitals Group (Charlton, St. Lukes, Tobey)

101 Page Street
New Bedford, MA 02740

Contact:

Barbara Livingston, LICSW
Phone: 508-961-5504
FAX: 508-961-5507

Languages:

ASL, Cambodian, Cape Verdian, French, Laotian,
Portuguese, Russian, Spanish, Vietnamese

Services provided:



(See above)



St. Joseph Manor Health Care, Inc.

215 Thatcher Street
Brockton, MA 02302

Contact:

Donna B. Sullivan, Director Mission Services
Phone: 508-583-5834
FAX: 508-583-8551

Services provided:



Sturdy Memorial Hospital

211 Park Street
PO Box 2963
Attleboro, MA 02703

Contact:

Lisa McCluskie, Dir. Of Marketing and Planning
Phone: 508-222-5200
FAX: 508-236-7909

website: www.sturdymemorial.org

Services provided:



Referral
508-222-0118-
CVNA



Western Region

Check the Statewide Resources section for additional listings

Athol Memorial Hospital

2033 Main Street
Athol, MA 01331

Services provided:



Contact:

Lucille Songer
Phone: 978-249-3511
FAX: 978-249-5607

website: www.AtholHospital.org

Alzheimer's Association

1600 E Columbus Ave
Springfield, MA 01103

The Alzheimer's Association's Massachusetts Chapter is an alliance of family members, individuals with dementia and professionals dedicated to helping people through education, advocacy and support. Programs and services offered free of charge are: Helpline information and referral, educational materials, Support Groups for family members and people with dementia, Trainings and

Conferences for families, professionals and community groups, Publications, Public Policy Advocacy, Monthly Family Orientations, Multicultural Outreach, Safe Return Wanderers Alert, speakers Bureau and Research Support.

Contact:

Kathryn Hedgepeth, Director
Phone: 413-787-1113
FAX: 413-787-1109

website: www.alz.org

Services provided:



Including
Lending
Library

Baystate Medical Center

759 Chestnut Street
Springfield, MA 01199

Baystate Medical Center serves as a regional resource for specialty medical care, while providing comprehensive primary medical services to the community. Baystate is the region's only tertiary care referral medical center.

Services provided:



Contact:

Deborah Morsi, RN, Ph.D, Director of Clinical Practice
Phone: 413-794-0000

website: www.baystatehealth.com

Including
Pediatric
Hospice



Belchertown Council on Aging

60 State Street
Belchertown, MA 01007

Services provided:



Including
Lending
Library

Contact:

Social Service Outreach Coordinator
Phone: 413-323-0420
FAX: 413-323-8217

website: www.belchertown.org

The Bereavement Center of Amherst

37 South Pleasant Street
Amherst, MA 01002

The Bereavement Center of Amherst, Massachusetts, offers individual, group and family counseling, specializing in end of life issues, grief counseling and bereavement support. Lynne Davis, LMFT, LMHC, CMP, Director

of The Bereavement Center, plays therapeutic harp music for healing and transition in hospital and home settings and provides trainings in using sound and music as a therapeutic intervention in end of life care.

Contact:

Lynne Davis
Phone: 413-256-1100

Services provided:



Berkshire Health Systems

725 North Street
Pittsfield, MA 01201

Berkshire Health Systems is the primary provider of healthcare services to residents of and visitors to Berkshire County. BHS operates Berkshire Medical Center, Fairview Hospital, the Berkshire Visiting Nurse Association, and is associated with Berkshire Health Care Systems, which operates numerous skilled nursing facilities and an assisted living facility.

Contact:

Michael Leary
Phone: 413-447-2000
FAX: 413-447-2066

website: www.berkshirehealthsystems.org

Services provided:



Referral
413-447-2000

Interpreter
services

Caring Communities Respond

P.O. Box 386
Northampton, MA 01061

Located in downtown Northampton, Caring Communities Respond (CCR) specializes in bereavement and trauma counseling for individuals, couples and families who face illness, death and other significant losses. Populations served include adults, teens and children. CCR also provides bereavement consultation to schools and businesses as well as trainings to healthcare and human service organizations. Fees are on a sliding scale.

Services provided:



Center of Hope

86 Court Street
Westfield, MA 01085

The Center of Hope enhances the lives of people with cancer and those who care about them by providing programs and services that address the spectrum of needs throughout the cancer experience. Support groups, relaxation programs and information are offered all free-of-charge.

Services provided:



Contact:

Robert Zucker, Director
Phone: 413-587-3164
FAX: 413-587-3165

Contact:

Keithley Wilkinson, Executive Director
Phone: 413-562-0110
FAX: 413-562-0236

website: www.center-of-hope.org

Cooley-Dickinson Hospital

30 Locust Street
Northampton, MA 01060

Cooley Dickinson Hospital provides comprehensive inpatient, outpatient and 24-hour emergency services to residents of the Pioneer Valley. A JCAHO-accredited facility with 125 beds, Cooley Dickinson's expert medical and nursing teams specialize in medical and surgical services, oncology and radiation therapy, imaging, women's health and behavioral health services, and rehabilitation care. We partner with the VNA/Hospice

Services provided:



Most languages
spoken/interpreter services

Elder Services of Berkshire County, Inc.

66 Wendell Avenue
Pittsfield, MA 01201

Services provided:



French,
Italian,
Spanish

Contact:
Jill Gallagher, I & R Specialist
Phone: 413-499-0524
FAX: 413-442-6443

website: www.ebsci.org

Fairview Hospital

29 Lewis Ave.
Great Barrington, MA 01230

Services provided:



Contracts
with licensed
hospice



Portuguese,
Spanish



Contact:
Doreen Hutchenson
Phone: 413-528-0790
FAX: 413-528-8614

Franklin County Home Care

330 Montague City Road Suite 1
Turners Falls, MA 01367

Services provided:



Franklin Medical Center

164 High Street
Greenfield, MA 01301

Franklin Medical Center, a member of Baystate Health System, is a true community hospital, offering a wide spectrum of services ranging from intensive care, maternity, 24-hour emergency care, general medical and surgical care, to a full range of community based services, including Hospice. Founded in 1981, Hospice at Franklin Medical Center offers a medically supervised, nurse-coordinated team of professionals, paraprofessionals and volunteers who provide physical, psychological, social and spiritual care throughout the illness and bereavement

Contact:

Bette Jenks, Information and Referral Specialist
Phone: 413-773-5555
FAX: 413-773-5811

website: www.fchcc.org

experience. These services are provided at home, in nursing homes, in the hospital, or in alternative settings. Team members include physicians; nurses; social workers; home health aides; dietitians; physical, occupational and speech therapists; members of the clergy and hospice volunteers.

Language:

ASL, French, Italian, Polish, Russian, Spanish

Contact:

Phyllis A. Roy, Development & Public Relations Associate
Phone: 413-773-2573

website: www.baystatehealth.com/fmc/

Services provided:



Good Endings

189 Porter Lake Drive
Springfield, MA 01106

Good Endings® is a comprehensive program designed to provide comfort care for the dying resident. Included: volunteer vigil teams, resource libraries, family support, bedside music (harp), bereavement/remembrance services.

Good endings® publications (see website) train facilities to start their own programs. Dr. Gross is available for consults, and death and dying workshops for staff.

Services provided:



Contact:

Donalyn Gross, Ph.D., LCSW, CMP, Thanatologist
Phone: 413-733-8592

website: www.goodendings.net

Greater Springfield Senior Services, Inc.

66 Industry Ave.
Springfield, MA 01104

Greater Springfield Senior Services, Inc. provides a variety of services to enable people ages 60 and over to live independently at home. Services include light housekeeping, personal care, light chores, companion escort, protective services, congregate and home-delivered meals, pre-screening of clients to determine nursing home eligibility, adult day health, home health services, and respite.

Services provided:



Polish,
Portuguese,
Russian,
Spanish

Contact:
Information & Referral Department
Phone: 413-781-8800
FAX: 413-781-0632

website: www.gssi.org

Heywood Hospital

242 Green Street
Gardner, MA 01440

Services provided:



Including
Lending
Library

ASL, inter-
preter services
as needed

Contact:
Barbara Nealon, LSW ACCC, SS Manager
Phone: 978-632-3420

website: www.heywood.org

Highland Valley Elder Services, Inc.

320 Riverside Drive, Suite B
Florence, MA 01062

Highland Valley Elder Services is a private, not-for-profit agency which offers a wide range of services and resources to elders that enable them to maintain their independence and live enriched lives. We are part of a regional confederation of service providers supported by state and federal funding, as well as corporate, foundation, and private contributions.

Areas served: Amherst, Blandford, Chester, Chesterfield, Cummington, Easthampton, Goshen, Granville, Hadley, Hatfield, Huntington, Middlefield, Montgomery, Northampton, Pelham, Plainfield, Russell, Southampton, Southwick, Tolland, Westfield, Westhampton, Williamsburg, and Worthington.

Contact:
Nancy Gavryck, Associate Director
Phone: 413-586-2000
FAX: 413-584-7076

website: www.highlandvalley.org

Services provided:



Holyoke Hospital

575 Beech Street
Holyoke, MA 01040

Services provided:



Including
Pediatric
Hospice

website: www.holyokehealth.com

Contact:

Kathy Buckley, VP Marketing
Phone: 413-534-2500

HospiceCare in The Berkshires, Inc.

369 South Street
Pittsfield, MA 01201

Services to support terminally ill individuals and their families. Grief support programs for children, teens, adults. Education on end of life issues and palliative care.

Services provided:



Including
Lending
Library

Contact:

Timothy Korte, Interim Director
Phone: 413-443-2994
FAX: 413-334-7814

Hospice and Palliative Care Federation of MA

1420 Providence Highway
Norwood, MA 02062

The Hospice & Palliative Care Federation of MA is a non-profit membership organization of the 40 hospices in the state as well as other organizations and individuals interested in the advancement and promotion of excellence in end of life care. The Federation provides education and technical assistance, public awareness activities, and information and referrals to the public, health care professionals, and patients and families.

Services provided:



Including
Lending
Library

Contact:

Rigney Cunningham, Executive Director
Phone: 781-255-7077
FAX: 781-255-7078

email: hospicefed@aol.com

website: www.hospicefed.org

Regional Directory

Hospice Life Care

28 Appleton Street
Holyoke, MA 01040

Contact:
Nancy Woodring, RN, Hospice Manager
Phone: 413-533-3923
FAX: 413-536-4513

Services provided:



Including
Lending
Library

Spanish

Hospice of Western New England

164 High Street
Greenfield, MA 01301

Contact:
Carol Rodrigues, Director
Phone: 413-773-2320
FAX: 413-773-2497

The Visiting Nurse and Hospice of Western New England is proud of their experienced hospice staff who are dedicated to working with children and adults facing end of life issues. Services for those with a terminal diagnosis include nursing, social work, chaplain, home health aide and volunteer support. Bereavement and grief counseling is offered to families.

Services provided:



Including
Pediatric
Hospice

Jewish Geriatric Services

770 Converse Street
Longmeadow, MA 01106

staff and volunteers are a critical component of our spiritual programming. Supplementing the great level of care provided by our Pastoral Care Department, an award winning program in this area, "Helping Hearts Heal," provides resources to these populations through a series of educational programs, support groups and extensive libraries.

Contact:
Linda Donoghue, Chief Operating Officer
Phone: 413-567-3949
FAX: 413-567-0175
website: www.jewishgeriatric.org

Jewish Geriatric Services (JGS), in Longmeadow, Massachusetts, provides healthcare and related services to elders and their families, including long- and short-term nursing and rehabilitation care, home health care, adult day health care, assisted and independent living, physician services, Alzheimer's care and case management services. Because we care for many people nearing the end of their lives, bereavement counseling and related programs benefiting residents/clients and families,

Services provided:



Including
Lending
Library

Life Care of Wilbraham

2399 Boston Road
Wilbraham, MA 01095

Life Care Center of Wilbraham is a skilled nursing facility that utilizes a multi-disciplinary approach to care, focused on providing a full-range of services to enhance quality of life for residents who require long-term care. Life Care Center of Wilbraham provides the following end-of-life care services: Hospice, quality Nursing Care, Social Services, Activity involvement, and Spiritual Care, all in a supportive and nurturing environment. Our Spiritual Care Program is an integral part of our end-of-life services. Our Spiritual Care Director works closely with members of the health care team for an integrated approach and is able to provide the following support services: Presence and listening skills; contact with clergy and community members; the Eucharist or sacraments through visiting clergy; scripture or prayers; music or enrichment through art; and grief counseling.

Services provided:



Contracts
with
licensed
hospice

**Mary Lane Hospital**

85 South Street
Ware, MA 01082

Mary Lane Hospital, a member of Baystate Health System, is a community hospital with Intensive Care, maternity, pediatrics, 24-hour emergency care, general medical and surgical care, Rehabilitation Services, Business and Health, an Adult Day Health Program and The Visiting Nurse Association and Hospice of Western New England. For more information about Mary Lane Hospital's programs and services, or for a physician referral, call The Professionals at Mary Lane Hospital at 967-9077, or 1-800-377-HEALTH.

Services provided:



Including
Lending
Library

Polish

Contact:
Chad Mullin
Phone: 413-967-6211
FAX: 413-967-2109

website: www.baystatehealth.com/mlh

Mercy Medical Center

271 Carew Street
Springfield, MA 01102

Mercy Medical Center is a 182-bed acute care hospital in Springfield Massachusetts providing emergency, diagnostic, rehabilitation, maternity, pain management and other services. Affiliated with the world famous Lahey Clinic and Joslin Diabetes Center, Mercy Medical Center is part of the Sisters of Providence Health System, which also provides the citizens of Massachusetts with comprehensive inpatient and outpatient behavioral health services as well as an eight-facility senior care network. Mercy Medical Center's Interdenominational Spiritual Care Department provides end of life services including: advanced directive planning, bereavement services, cancer support groups, caregiver support groups, ethics consultations, financial aid counseling, grief counseling and support groups, pain management, pastoral support, patient/family library, staff in-services, TTY and public transportation.

Services provided:



Mercy Senior Care Network

271 Carew Street
Springfield, MA 01102

The Mercy Senior Care Network, operated by the Sisters of Providence Health System and a member of Catholic Health East, is a unique network of services designed to meet the ever-increasing needs of our growing senior population. The services of the Mercy Senior Care Network range from adult day health, skilled nursing services (both short and long term), homecare and home health services, hospice and palliative care, specialized orthopedic rehabilitation and skilled nursing for the chronically mentally ill. The Mercy Senior Care Network has locations throughout Western Massachusetts.

WESTERN

Services provided:



Contact:

Margaret McCarthy, SND, Director Spiritual Care
Phone: 413-748-9000

website: www.sphs.com

Contact:

Gina Blackie, RN, Director of Clinical Liaison Services
Phone: 413-748-7187

website: www.mercycares.com

Noble Hospital

115 West Silver Street
Westfield, MA 01086

Noble Hospital is the flagship of Noble Health Systems, Inc. Founded in 1893, Noble Hospital is an acute care community hospital strategically located in Westfield, Mass. Noble offers a wide range of healthcare services and the latest medical technology. The hospital consists of an Intensive Care Unit, Telemetry Care Unit, Emergency Services, Medical/Surgical, Bronson Rehabilitation, Surgical Services and a comprehensive Outpatient Service department. The administration of Noble Hospital takes pride in its ability to continually

upgrade and expand services in response to our patient's needs. End of Life decisions are supported through an Interdisciplinary Team process involving nursing, social work, patient, family and physician. Staff at Noble work collaboratively with Noble Visiting Nurse and Hospice and other community programs such as The Center of Hope, in order to provide support and consistency across the continuum of care.

Contact:

Susan B. Richman, V.P. Nursing

Phone: 413-568-2811

FAX: 413-568-5018

website: www.NobleHospital.org

Services provided:



Noble Visiting Nurse and Hospice Services, Inc.

77 Mill Street
Westfield, MA 01085-3602

Contact:

Kimberly A. Andrews, RN, BSN, MBA, Executive Director

Phone: 413-562-7049

FAX: 413-568-9434

Services provided:



Referral
413-562-7049

Interpreter
services
available

North Adams Regional Hospital

71 Hospital Avenue
North Adams, MA 01247

NARH is a full-service community hospital serving the north Berkshire region.

Contact:

Paul Hopkins, Director of Community Relations

Phone: 413-664-5000

FAX: 413-664-5028

website: www.nbhealth.org

Services provided:



French, Italian,
German,
Polish, Spanish

Park View Specialty Hospital and Rehabilitation and Nursing Center

1400 State Street
Springfield, MA 01109

Services provided:



Quaboag Valley Hospice

103 Fairview Street
Palmer, MA 01069

Local community Homecare Hospice dedicated to providing support to the terminally ill and their families/caregivers. Care is focused on comfort and symptom control. Interdisciplinary team of professionals focus on care which best suits each individual's needs and unique circumstances, and committed to being a supportive presence through this time. Services are provided to the towns of Belchertown, Brimfield, Ludlow, Wilbraham, Monson, Hampden, Wales, Palmer, Bondsville, Thorndike, Three Rivers, Ware, Warren and West Warren. Also, Quaboag Valley Hospice has contracts with Wing Memorial Hospital, Mary Lane Hospital, LifeCare Center of Wilbraham, and Wingate of Wilbraham.

Services provided:



Social Work Therapy Referral

14 Beacon Street
Boston, MA 02108

The Social Work Therapy Referral Service is a free, confidential telephone referral service serving most cities of Massachusetts. We provide professional, personalized counseling referrals matched for location, specialty and insurance or fee requirements. We'll help you find a skilled individual, family, or group therapist —and we'll continue to work with you until you find the right

Services provided:



Contact:

Donna M. Allaron, RN, Director of Admissions
Phone: 413-787-6700
FAX: 413-734-8435

website: www.commonwealthcommunity.com

Contact:

Marcia Turner, Coordinator
Phone: 413-283-9715
FAX: 413-283-8084

match. We are a public service of the Massachusetts Chapter of the National Association of Social Workers.

We cover all of Eastern Mass down to the Cape and west to Worcester, and we cover the Pioneer Valley towns of Northampton, Amherst, West Springfield, Greenfield, etc.

Contact:

Barbara Kaplan, LICSW
Phone: 800-242-9794

website: www.therapymatcher.org

Soldiers Home in Holyoke

110 Cherry Street
Holyoke, MA 01040

The Soldier's Home in Holyoke is a State Veteran's Home that operates under a Board of Trustees appointed by the Governor of the Commonwealth. Our mission is to provide quality health care with honor and dignity to all eligible veterans in the Commonwealth. A Comfort Care Unit has been specifically developed to care for veterans

who are at the end of life in our Long-Term Care Centers. Medical care including dietary consultation, pharmaceutical services, as well as comfort services such as activities, social service interventions, and appropriate adjunct therapies are provided 7 days a week in conjunction with Hospice Life Care of Western Massachusetts.

Contact:

Annemarie Rogers, R.N., Director Quality Management
Phone: 413-532-9475
FAX: 413-538-7968

Services provided:

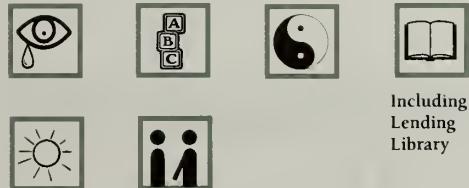


French, Polish,
Spanish

VNA & Hospice of Northern Berkshire, Inc.

535 Curran Memorial Highway
North Adams, MA 02147

Services provided:



Including
Lending
Library

Contact:

Janet McClelland, Hospice Patient Care Coordinator
Phone: 413-664-4536
FAX: 413-662-6815

website: www.nbhealth.org/vna/vnal.html

VNA Hospice of Western New England

50 Maple Street
Springfield, MA 01102

Experienced hospice staff dedicated to working with children and adults who are facing end of life issues. Services for those with a terminal diagnosis include nursing, social work, chaplain, home health aide and volunteer support. Bereavement and grief counseling offered.

Services provided:



Including
Lending
Library

Contact:

Carol Rodrigues, Hospice Director
Phone: 413-781-5070
FAX: 413-781-3342

Regional Directory

VNA/Hospice Alliance

168 Industrial Drive
Northampton, MA 01060

VNA/Hospice Alliance provides care for terminally-ill patients and families, primarily in the home setting. The goal is to improve each patient's quality of living during his or her final stage of life. The hospice program offers a medically-supervised, nurse-coordinated team of

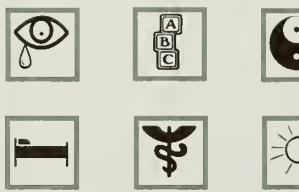
professionals, paraprofessionals, and volunteers who provide physical, psychological, social and spiritual comfort throughout the illness and the bereavement experience.

Contact:

Carla Braveman
Phone: 413-584-1060
FAX: 413-586-3912

website: www.cooley-dickinson.org

Services provided:



Most languages spoken/interpreter services

Western Massachusetts Hospital

91 East Mountain Road
Westfield, MA 01085

A hospital of the Massachusetts Department of Public Health specializing in long-term care.

Languages:

Cambodian, French, Portuguese, Polish, Russian, Spanish

Contact:

Marion Ramah
Phone: 413-562-4131
FAX: 413-562-7338

website: www.state.ma.us/dph/hosp/wmh.htm

Services provided:



(See above)



WestMass Eldercare, Inc.

4 Valley Mill Rd
Holyoke, MA 01040

WestMass ElderCare is a private non-profit corporation whose mission is to preserve the dignity, independence, and quality of life of elders and disabled persons desiring to remain within their own communities. Services offered — such as personal care, homemakers, adult day

health, meals and many others - are tailored to meet the needs of the individual requiring services and their caregivers, if available. The agency receives state, federal, local, private funding and donations.

Contact:

Tom McMullen, Reg. Coordinator, Caregiver Support Program
Phone: 413-538-9020
FAX: 413-538-6258

Services provided:



Statewide Resources

The following organizations and agencies have statewide resources or information.

MASSACHUSETTS STATE AGENCIES

Catastrophic Illness in Children Relief Fund Commission
Commission for the Blind
Department of Mental Retardation
Department of Public Health
Department of Veterans' Services
Division of Health Care Finance and Policy
Division of Insurance
Division of Medical Assistance
Executive Office of Elder Affairs

PRIVATE NON-PROFIT AGENCIES

AIDS Action Committee
Alzheimer's Association, Massachusetts Chapter
American Association of Retired Persons (AARP)
American Cancer Society, New England Division
American Parkinson's Disease Association (APDA)
ARC Massachusetts
The Brain Tumor Society
Compassionate Friends
Home and Health Care Association of Massachusetts, Inc.
Leukemia and Lymphoma Society
Mass Home Care
Massachusetts Extended Care Federation
Massachusetts Funeral Directors Association
Massachusetts Prevention Center System (see: Department of Public Health, Regional Centers for Healthy Communities)
Masslongtermcare.org
National Multiple Sclerosis Society

MASSACHUSETTS STATE AGENCIES

Catastrophic Illness in Children Relief Fund Commission

c/o Bureau of Family and Community Health
250 Washington Street, 4th Floor
Boston, MA 02108

Contact:
Lora Wooster
Phone: 617-624-5070
TTY: 617-624-5992
FAX: 617-624-5990
email: lora.wooster@state.ma.us
website: www.mass.gov/cicrf/

The Catastrophic Illness in Children Relief Fund (CICRF) was established by the Massachusetts legislature to help families bear the excessive financial burdens associated with care of children with special health care needs and disabilities, including life-limiting illness. The Fund is overseen by an independent multidisciplinary commission supported by staff from the Department of Public Health.

Commission for the Blind

88 Kingston Street
Boston, MA 02111-2227

Contact:
Cheryl Standley
Phone: 617-727-5550
FAX: 617-626-7685
email: cheryl.standley@state.ma.us
website: www.state.ma.us/mcb

The Massachusetts Commission for the Blind provides a wide array of rehabilitation and support services to many thousands of blind Massachusetts residents annually. Because the great majority of blind consumers in the Commonwealth are 65 years of age and above, we frequently encounter end-of-life issues with those we serve. Services provided include adaptive equipment, transportation, education and funeral planning.

Department of Mental Retardation

500 Harrison Avenue
Boston, MA 02118

Contact:
Bertha Young, Director of Residential Supports
617-624-7791
Bertha.Young@state.ma.us
OR
Margaret Van Gelder,
Director of Family and Employment Supports
617-624-7764
Margaret.VanGelder@state.ma.us
website: www.dmr.state.ma.us

The Department of Mental Retardation (DMR) provides personalized end of life supports to individuals receiving DMR residential or family supports, allowing as much choice and control in service planning as possible. Through this approach the individual is provided with comfort, respect and dignity.

Available support services may include:

- Enhancing existing personal care supports, such as increasing the number of hours of staff supports or increasing the staffing ratio available to individuals.
- Providing nursing supports or nursing case management for routine and emergency medical care.
- Grief counseling for individuals, family, housemates, and paid direct care supporters.
- Maximum utilization of Medicaid state plan and Medicare services such as homemakers, home health aides, Visiting Nurses, etc.
- Case management to arrange for other community services such as hospice and meals-on-wheels.
- Providing flexible funds for as needed costs not covered through Medicaid or Medicare such as transportation, parking expense, personal care items, and housekeeping.
- Making family support, such as respite care, available.
- Attending to the individual and family's needs for spiritual support by involving clergy, if desired.

Department of Public Health

250 Washington St.
Boston, MA 02108

Phone: 617-624-6000
website: www.state.ma.us/dph

The Department of Public Health is the major state agency dedicated to protecting and promoting the health of all Massachusetts residents. DPH administers many different programs related to public health and health care. Programs that may be of particular interest to people with life-threatening conditions include:

Comfort Care Program

Office of Emergency Medical Services
Phone: 617-284-8300 or 8350
website: www.state.ma.us/dph/oems/whycom.htm

The Comfort Care Program is designed to notify Emergency Medical Services (EMS) responders that an individual does not choose to have cardiopulmonary resuscitation (CPR) performed when EMS is called. It is a means to communicate a Do Not Resuscitate (DNR) order quickly and effectively to EMS crews that need to make immediate treatment decisions. The Program requires that EMS personnel continue to provide 'comfort care', such as pain relief procedures.

To participate in the Comfort Care Program, you must discuss establishing a DNR order with your health care provider. If a decision to place a DNR order is made, you and your health care provider must complete a verification form. You will be asked to keep this form readily available and to wear an information bracelet, so that EMS personnel will be aware of your wishes.

Division of Health Care Quality
10 West Street
Boston, MA 02111-1212
Attn: Public Information Unit
Phone: 617-753-8000
website: www.state.ma.us/dph/dhcq/hcqskel.htm

The Division of Health Care Quality (DHCQ) licenses and certifies about 6000 health facilities in Massachusetts, including hospitals, nursing homes, hospices, and rest homes. DHCQ also investigates complaints made against these health facilities, including complaints of patient abuse and neglect in long-term care facilities.

As part of its role, DHCQ inspects nursing homes to assure compliance with federal standards of care. The information it collects in these visits is available to consumers to help evaluate the quality of care provided by nursing homes. www.state.ma.us/dph/qtool/qthome.htm

Office of Elder Health

617-624-5070
website: www.state.ma.us/dph/bpch/chp/oeh/ehp.htm

The Office of Elder Health (OEH) is involved in a number of programs to assure access to quality health care and enhance opportunities for older people to learn about and take responsibility for their own health. OEH also provides consultation and technical assistance on many subjects so that elder health concerns are integrated into community-based prevention and health promotion efforts.

Office of Patient Protection

1-800-436-7757
website: www.state.ma.us/dph/opp/index.htm

Massachusetts consumers and other individuals who receive health coverage from a Massachusetts carrier, insurer or HMO are entitled to protections covering internal grievances, medical necessity guidelines, continuity of care and external appeals. An insured individual who receives an adverse determination of an internal grievance has the right to an external review of a covered benefit through the Office of Patient Protection. You must make this request within 45 days of receiving the final determination from your insurer.

Regional Centers for Healthy Communities (formerly known as the Prevention Centers)

Office of Healthy Communities
Phone: 617-624-5270
FAX: 617-624-5046
website: www.state.ma.us/dph/ohc/ohc.htm

The Regional Centers for Healthy Communities (RCHC) promote and support community-based prevention to create and sustain healthy communities, with special attention to those populations most in need. The RCHC Resource Libraries offer a statewide resource system with holdings that are current, comprehensive, based on best practices, culturally appropriate, multilingual, accessible, and user-friendly. Library holdings include print and video materials on end of life care.

Contact the Office of Healthy Communities for the RCHC in your area.

Department of Veterans' Services

239 Causeway Street, Suite 100
Boston, MA 02114

Contact:

E. Fowler
Phone: 617-727-3578

FAX: 617-727-5903

email: Efowler@vet.state.ma.us

website: www.state.ma.us/veterans

The mission of the Department of Veterans' Services is to advocate on behalf of all the Commonwealth's veterans, to provide them with quality support services, and to direct an emergency financial assistance program for those veterans and their dependents who are in need.

State benefits for veterans are available in the following areas:

- Chapter 115 benefits — provide financial assistance to veterans in need with food, housing, clothing, medical assistance, and burial assistance
- Bonuses
- Property, sales and excise tax
- Massachusetts Veterans' and VA National Cemeteries
- Annuities
- Public Housing
- Employment
- Veterans' License Plates,
- Women Veterans Network
- Record Retention
- Educational Assistance
- Soldiers' Homes
- Outreach
- Housing Services

Division of Health Care Finance and Policy

2 Boylston Street
Boston, MA 02116-4704

Phone: 617-988-3100

website: <http://www.state.ma.us/dhcfp/>

The Division of Health Care Finance and Policy (DHCFP) is responsible for the collection and analysis of health care-related data and for the administration of the Uncompensated Care Pool, a fund that reimburses Massachusetts acute care hospitals and community health centers for services provided to underinsured individuals.

DHCFP publishes many different reports, newsletters and other documents related to health care in Massachusetts for both consumers and health care professionals. Two of particular interest include:

Your Guide to Managed Care in Massachusetts
(http://www.state.ma.us/dhcfp/pages/pdf/mc_guide.pdf)

Access to Care in Massachusetts: A Catalogue of Health Care Programs for Uninsured and Underinsured Individuals
(www.state.ma.us/dhcfp/pages/pdf/access.pdf)

Division of Insurance

One South Station
Boston, MA 02110-2208

Consumer service lines and to request publications:
Phone: 617-521-7777 or 413-785-5526
website: www.state.ma.us/doi

The Division of Insurance regulates and monitors the insurance industry for the protection of Massachusetts consumers. The Division publishes various consumer information guides, including *Your Options for Financing Long-Term Care: A Massachusetts Guide and Nongroup Health Insurance Plans in Massachusetts*.

Division of Medical Assistance

600 Washington St.
Boston, MA

Enrollment Center: 1-888-665-9993
TTY: 1-888-665-9997
website: www.state.ma.us/dma

The Division of Medical Assistance (DMA) is the single state agency in Massachusetts that administers Medicaid and the Children's Health Insurance Program. These are combined into one program called MassHealth.

MassHealth offers a broad range of health care services. These may include doctor visits, prescription drugs, hospital stays, and many other important services.

MassHealth eligibility includes certain low and medium income people living in Massachusetts. Contact the MassHealth Enrollment Center for more information on eligibility.

Executive Office of Elder Affairs

One Ashburton Place
(The McCormack Building)
5th floor
Boston, MA 02108

Phone: (617) 727-7750
Elder Services Hotline: 1-800-AGE-INFO (1-800-243-4636)
Voice/TTY: 1 (800) 872-0166
FAX: 617-727-9368
website: www.800ageinfo.com

The Executive Office of Elder Affairs is responsible for the development and management of statewide comprehensive community-based programs that help to ensure the dignity and independence of elderly persons. Elder Affairs provides state and federally funded services to frail Massachusetts elders and their caregivers.

Elder Affairs directs services to approximately 40,000 elders through the state funded Home Care Program, administers social and nutrition services under the Older Americans Act and fulfills advocacy, planning and policy functions on behalf of the 1.1 million elders of the Commonwealth.

Because of the various state and federal funding sources for elder services, eligibility criteria vary for different programs. Service delivery for all programs is coordinated through a network of 27 Aging Services Access Points (ASAPs). To find the ASAP in your community, contact 1-800-AGE-INFO (1-800-243-4636) or go to www.800ageinfo.com

Services offered through Elder Affairs that may be of particular interest to individuals with life-threatening conditions include:

HOME CARE AND RESPITE

The state-funded Home Care Program provides in-home and community support services to elders in need of services in order to remain in the community for as long as possible. The program also supports families caring for elders to encourage and to relieve ongoing caregiving responsibilities.

Services include personal care, homemaker, transportation, home delivered meals, day care, and other services to assist elders to remain independent in the community. Respite care is provided in the home or in a community facility to relieve family caregivers.

Service delivery is coordinated through the local Aging Service Access Point (ASAP) for each community. Case managers and nurses from the ASAP provide interdisciplinary case management services to assess, develop care plans, monitor services and reassess the needs of elders.

Eligibility guidelines have been established for the program regarding age, financial status, functional status and need for services. Client co-payments are also established based on income. To find resources in your local area, call 1-800-AGE-INFO.

FAMILY CAREGIVER SUPPORT

The federally funded Massachusetts Family Caregiver Support Program provides information and referral, one-to-one assistance, training, education, support that enhance quality of life for elders and their caregivers.

This new statewide program recognizes the critical role caregivers play and the long-term care families provide that help elders remain in their homes and communities. Program staff assist families with accessing services and supports needed to care for an elder.

Those eligible for the no- or low-cost services of this program include:

- Anyone caring for an elder who is 60 years of age or older;
- Those caring for someone with Alzheimer's disease; and
- Grandparents or other relative caregivers who are age 60 or older and caring for someone age 18 or younger, including those with mental retardation or a developmental disability.

The program underscores Massachusetts' commitment to providing family-focused and community-based care for elders. Service delivery is coordinated through the Aging Service Access Point for each community. To find resources in your local area, call 1-800-AGE-INFO.

LEGAL SERVICES

Legal Services may be available without charge to elders age 60+ at eleven federally funded Elder Law Projects. Cases usually handled include:

- Benefits eligibility (Social Security, SSI, VA)
- Health care issues (Medicare, Medicaid)
- Housing issues, including tenant representation
- Personal independence (guardianship defense)
- Protective services (financial exploitation, elder abuse)
- Some types of pension issues.

Elder Law Projects *do not* provide assistance with estate planning, wills or real estate transactions.

Service delivery provided by councils on aging and other agencies is coordinated through the Aging Service Access Point for each community. For information on other legal resources, see Legal Matters in the Consumer Information section. To find resources in your local area, call 1-800-AGE-INFO.

ELDERLY NUTRITION PROGRAMS

The Massachusetts Elderly Nutrition Services Program sponsors 28 nutrition programs across the state providing 8.5 million meals each year. Meals are provided at more than 400 congregate meal sites and are delivered to frail elders in their homes. For home-delivered meals, an assessment must be completed to determine eligibility.

These hot lunches are provided at no charge, but a voluntary donation is requested to help defray costs. There is no income eligibility test. Anyone 60 years of age or older is eligible to be considered for meals.

In addition to providing meals, the Elderly Nutrition Services programs provide nutrition screening, assessment, education, and nutritional counseling. Service delivery is coordinated through the Aging Service Access Point for each community. To find resources in your local area, call 1-800-AGE-INFO.

PRIVATE NON-PROFIT AGENCIES

AIDS Action Committee

131 Clarendon Street
Boston, MA. 02116

Phone: 617-437-6200
FAX: 617-437-1186
email: access@aac.org
website: www.aac.org

Languages:

Haitian/Creole, French, Italian, Portuguese, and Spanish

The AIDS Action Committee of Massachusetts is a not-for-profit corporation committed to combating the epidemic of AIDS and HIV by addressing the needs of those affected through service, education, advocacy, and outreach.

Alzheimer's Association, Massachusetts Chapter

36 Cameron Ave.
Cambridge, MA 02140

Phone: 1-800-548-2111 (24 hours) or 617-868-6718
En Espanol: 617-868-8599
FAX: 617-868-6720
Web site: www.alzmass.org

Western Massachusetts Regional Office:
1600 East Columbus Avenue
Springfield, MA

Phone: 413-787-1113
FAX: 413-787-1109

Greater Lowell Regional Office
200 Pawtucket Street
Lowell, MA 01854

Phone: 978-937-5576
FAX: 978-323-4494
En Espanol: 617-868-8599

The Alzheimer's Association, Massachusetts Chapter is an alliance of family members, individuals with dementia and professionals dedicated to helping people with chronic dementing illnesses and their families through education, advocacy, and support. Among the programs that the Chapter sponsors are family orientations, patient and caregiver trainings, support groups, and information about Alzheimer's services and research.

American Association of Retired Persons (AARP)

One Boston Place, Suite 1900
Boston, MA02108

Phone: 617-720-5600
FAX: 617-723-4224
website: www.aarp.org

AARP is a nonprofit, nonpartisan membership organization for people 50 and older. Through a wide array of special benefits, services, and information resources, we help our members make important choices, reach their goals and dreams, and make the most of life after 50.

American Cancer Society, New England Division

30 Speen Street
Framingham, MA 01701

Contact:
Helen Boyle, Regional Director for Cancer Control
Phone: 1-800-227-2345
email: helen.boyle@cancer.org
website: www.cancer.org

The American Cancer Society is the nationwide, community-based, voluntary health organization dedicated to eliminating cancer as a major health problem by preventing cancer, saving lives and diminishing suffering from cancer, through research, education, advocacy, and service. Phone assistance is available 24 hours a day, every day of the year.

American Parkinson's Disease Association (APDA)

Boston Medical Center
720 Harrison Avenue, Suite 707
Boston, MA. 02118

Contact:
Faye Winson, President
Phone: 617-638-8466
email: apdafay@aol.com

The American Parkinson's Disease Association (APDA) provides information and referral to assist patients and families with all aspects of advanced Parkinson's Disease.

ARC Massachusetts

217 South Street
Waltham, MA 02453

Contact:

Leo Sarkissian, Executive Director
Phone: 781-891-6270
FAX: 781-891-6271
email: arcmass@gis.net
website: www.arcmass.org

ARC Massachusetts is an advocacy organization representing individuals with specific developmental disabilities. Working with other organizations we provide education on future planning issues. We also provide information referral to individuals and families in search of local resources, including home support and support groups.

The Brain Tumor Society

124 Watertown Street, Suite 3H
Watertown, MA 02472

Phone: (800) 770-8287
email: info@tbts.org
website: <http://www.tbts.org>

The Brain Tumor Society provides information and support to brain tumor survivors, their friends and family, and healthcare professionals. Publishes a bimonthly newsletter, a resource guide entitled "Color Me Hope," a Book List, and other publications relevant to coping with brain tumors. Offers telephone support, referrals to support groups and other resources, and a biennial symposium for patients and family members, including sessions on coping with loss.

The Compassionate Friends

P.O. Box 3696
Oak Brook, IL 60522-3696

Phone: 877-969-0010
FAX: 603-990-0256
email: nationaloffice@compassionatefriends.org
website: www.compassionatefriends.org

The Compassionate Friends is a national nonprofit organization whose mission is to assist families in the positive resolution of grief following the death of a child of any age and from any cause. All bereaved family members grieving the loss of a child are welcome. There is no religious affiliation and no membership fees or dues. Massachusetts chapters are located in the following cities: Bourne, Concord, Gardner, Harwich, Hingham, Holliston, North Adams, North Reading, Springfield, Webster, and Worcester. The national office can give further information on contacting these local chapters.

Home and Health Care Association of Massachusetts, Inc.

31 St. James Ave., Suite 780
Boston, MA 02116

Phone: 617-482-8830 or 1-800-332-3500
FAX: 617-426-0509
email: tburgers@mass-homehealth.org
Web site: <http://www.mass-homehealth.org>

The Home and Health Care Association of Massachusetts is a statewide organization representing more than 100 home health care agencies that is dedicated to promoting home health care as an integral part of the health care delivery system.

The Leukemia and Lymphoma Society

495 Old Connecticut Path, Suite 220
Framingham, MA 01701-4567

Contact:
Leah Sherman, LICSW, Patient Services
Phone: 508-879-5083
FAX: 508-879-8163
email: shermanl@ma.leukemia-lymphoma.org
website: www.leukemia-lymphoma.org

The Leukemia and Lymphoma Society provides education, financial resources and support groups for individuals and family caregivers with blood related cancers.

Massachusetts Extended Care Federation

2310 Washington St., Suite 300
Newton Lower Falls, MA 02462

Phone: 617-558-0202 or 1-800-CARE-FOR
FAX: 617-558-3546
email: info@mecf.org
website: www.mecf.org

The Massachusetts Extended Care Federation (MCEF) represents more than 500 nursing and residential care facilities, hospital-based transitional care units, assisted living residences, and retirement communities. These include nonprofit, proprietary and municipally owned facilities that provide housing, health care, and support services to nearly 55,000 people in the Commonwealth. MCEF maintains a toll-free consumer line (800-CARE-FOR) that provides information and referral services for its member organizations.

Massachusetts Funeral Directors Association

536 Broad Street, #4
Weymouth MA 02189

Phone: 781-335-2031
FAX: 781-335-3245
email: mfdanef@aol.com

The Massachusetts Funeral Directors Association is a statewide organization that represents more than 500 funeral establishments in the Commonwealth. It is a resource for locating member funeral homes and related services in Massachusetts. The Association also offers a wide variety of free publications designed to assist consumers with funeral planning (both at the time of death and pre-need) and grief and bereavement issues. In addition, the Association sponsors a Speaker's Bureau and will design an educational and informative program for any group.

Mass Home Care Association

24 Third Avenue
Burlington, MA 01803

Phone: 1-800-AGE-INFO (1-800-243-4636)
FAX: (781) 229-6190
TDD/TTY: 1-800-872-0166
email: Info@masshomecare.org
websites: www.800ageinfo.com and
www.masshomecare.org

The Mass Home Care Association is a network of 30 home care agencies across Massachusetts with information on and access to many services for the elderly, including personal care, respite care, alternatives to nursing home, home health, and health insurance counseling. Mass Home Care's "1-800 Age Info" phone line and www.800ageinfo.com web site are a joint project with the Massachusetts Executive Office of Elder Affairs designed to assist consumers and families as well as professionals seeking information and resources on eldercare services. The site lists information on approximately 40,000 services and programs in Massachusetts for elders. The web site and phone line can directly connect callers to an Age Info Specialist in their area.

Massachusetts Prevention Center System

Now known as the Regional Centers for Healthy Communities. See Department of Public Health listing on state agency page for resource information.

National Multiple Sclerosis Society

Central New England Chapter
101A First Avenue, Suite 6

Waltham, MA 02451-1115
Phone: 781-890-4990 or 800-493-9255
FAX: 781-890-2089
email: msinfo@mam.nmss.org
website: www.msnewengland.org

The Central New England Chapter of the National Multiple Sclerosis Society offers education, support, and advocacy programs for people with multiple sclerosis and their families in Massachusetts and New Hampshire. Information and referral services are available through the toll free number listed below or by submitting an email request. The Chapter provides programs and information about MS-related issues, including current research; medical and community resource referral; financial assistance for certain services; and access to a network of self-help groups.

CONSUMER INFORMATION

Masslongtermcare.org

www.masslongtermcare.org is a consumer information web site maintained jointly by the Massachusetts Extended Care Federation and the Home and Health Care Association of Massachusetts. It includes resource information about long term care services and payment options, along with detailed listing of Massachusetts facilities and long term care provider agencies by region.

For the most current information, please visit
www.endoflifecommission.org

Other Services and Resources

For your convenience, we have provided a number of links to valuable services, resources and helpful information.

Aging With Dignity

Purchasing directions for "Five Wishes," a simple document to put your "wishes" in writing should you become seriously ill and unable to speak for yourself.
Phone: 850-681-2010
www.agingwithdignity.org

On-line resources



Americans for Better Care of the Dying

A non-profit organization dedicated to social, professional, and policy reform to improve care for persons with serious illness and their families. Includes Agitator's Guide: 12 Steps to Get Your Community Talking about Dying.
www.abcd-caring.org

Caregiving Web Site

Information about health and wellness of the family caregiver, bill management, home care help, community support, free messaging.
www.caregiving.com

End-of-Life: Exploring Death in America

A series from National Public Radio including reference lists, broadcast transcripts, and Real Audio clips.
www.npr.org

Growth House: Guide to Death, Dying, Grief, Bereavement, and End-of-Life Resources

An award-winning gateway to resources for life-threatening illness and end-of-life issues.
www.growthhouse.org

Hospice & Palliative Care Federation of MA

For a consumer guide, Massachusetts hospice directory, and general information about end-of-life concerns.
Phone: 1-800-962-2973
www.hospicefed.org

Hospice Foundation of America

Resources, hospice locator guide, education opportunities, and general hospice information.
Phone: 305-538-9272
www.hospicefoundation.org

Innovations in End-of-Life Care

An international, online journal, committed to more humane, comprehensive, and coordinated care for dying persons and their families.

Phone: 617-618-2185

www.edc.org/lastacts

Last Acts

An online community, funded by the Robert Wood Johnson Foundation, dedicated to improving end-of-life care through the sharing of ideas and solutions by professional caregivers, educators, and consumers.

www.lastacts.org

Massachusetts Compassionate Care Coalition

A coalition of individuals and organizations who seek to improve end-of-life care in Massachusetts.

Phone : 617-964-1196

www.massccc.org

Massachusetts Medical Society

A professional membership organization providing a web site on health care proxy, advance directives, discussion guides, and links to other resources.

www.healthcareproxy.org

Partnership for Caring

Resource for living wills and medical powers of attorney.

Phone : 1-800-989-9455

www.partnershipforcaring.org

US Living Will Registry

The Registry electronically stores advance directives and makes them available directly to hospitals across the country through an automated system. This storage service is free and confidential.

www.uslivingwillregistry.com

Suggested Books



Matters of Life and Death: Finding the Words to Say Goodbye. Carol Wogrin: Broadway Books, Inc., 2001.

A practical guide discussing the importance of communicating with the terminally ill, offering suggestions on what to say and do to offer comfort, and to make the most of the final opportunities with loved ones.

Be Prepared: The Complete Financial, Legal, and Practical Guide for Living with a Life-Challenging Condition. David S. Landay: St. Martin's, 1998.

An attorney's guide to the practical concerns created by life threatening illness.

Dying Well: The Prospect for Growth at the End of Life. Ira Byock, MD: Riverhead Books, 1997.

Illustrated with stories by dying patients, a hopeful view of dying is offered as well as some conditions important for dying well.

Handbook for Mortals: Guidance for People Facing Serious Illness. Joanne Lynn, MD and Joan Harrold, MD: Oxford University Press, 1999.

A practical guide for choices, symptoms, and emotional and spiritual issues around death and dying.

Tuesdays With Morrie. Mitch Albom: Doubleday, 1997.

A former student connects with his college professor who is dying from ALS. Fourteen “classes with Morrie” are recounted.

The Good Death: the New American Search to Reshape the End of Life. Marilyn Webb: Bantam, 1997.

A journalist’s well-researched effort to describe dying in the US, review current law, and offer recommendations for ensuring “good deaths.”

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To improve the quality of life at the end of life

This resource guide has been developed by the Massachusetts Commission on End of Life Care to assist people with life-threatening conditions, as well as their families and friends, in locating resources and services to improve the quality of life at the end of life.

Confronting and understanding these complex issues at a time when you may be ill, disabled, or dealing with the stress of caregiving can be overwhelming. It is our hope that this guide can assist you in navigating this unfamiliar territory, and help make this difficult time less stressful.

For the most current information, please visit
www.endoflifecommission.org

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